



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**SUPPLY CHAIN MANAGER**

**LEVEL 6**



**TVET CDACC**  
**P.O. BOX 15745-00100**  
**NAIROBI**

First published 2018  
Copyright TVET CDACC

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

**Council Secretary/CEO**  
**TVET Curriculum Development, Assessment and Certification Council**  
**P.O. Box 15745–00100**  
**Nairobi, Kenya**  
**Email: [cdacc.tvet@gmail.com](mailto:cdacc.tvet@gmail.com)**



## **TABLE OF CONTENTS**

|                                                            |    |
|------------------------------------------------------------|----|
| FOREWORD .....                                             | iv |
| PREFACE .....                                              | v  |
| ACKNOWLEDGMENT .....                                       | vi |
| ACRONYMS .....                                             | i  |
| KEY TO UNIT CODE.....                                      | 1  |
| OVERVIEW .....                                             | 2  |
| BASIC UNITS OF COMPETENCY .....                            | 3  |
| DEMONSTRATE COMMUNICATION SKILLS .....                     | 4  |
| DEMONSTRATE NUMERACY SKILLS .....                          | 8  |
| DEMONSTRATE DIGITAL LITERACY .....                         | 14 |
| DEMONSTRATE ENTREPRENEURIAL SKILLS .....                   | 19 |
| DEMONSTRATE EMPLOYABILITY SKILLS .....                     | 24 |
| DEMONSTRATE ENVIRONMENTAL LITERACY .....                   | 33 |
| DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES ..... | 41 |
| CORE UNITS OF COMPETENCY .....                             | 48 |
| PROCURE ORGANIZATIONS' GOODS AND SERVICES .....            | 49 |
| OVERSEE WAREHOUSING OF PROCURED GOODS .....                | 54 |
| OVERSEE DISTRIBUTION OF STORED GOODS .....                 | 59 |
| MANAGE SUPPLY CHAIN OPERATIONS.....                        | 63 |
| MANAGE PROCUREMENT CONTRACTS .....                         | 68 |
| DISPOSE ORGANIZATIONAL ASSETS .....                        | 72 |

## **FOREWORD**

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

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted 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 TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these occupational standards have been developed.

It is my conviction that this occupational standards will play a great role towards development of competent human resource for the supply chain management Sector's growth and development.

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING  
MINISTRY OF EDUCATION**

## **PREFACE**

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET). The Technical and Vocational Education and Training Act No. 29 of 2013 and Sessional Paper No. 4 of 2016 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force. TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) in conjunction with Supply Chain Sector Skills Advisory Committee (SSAC) have developed these occupational standards.

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, Supply Chain SSAC, expert workers and all those who participated in the development of this occupational standards.

**Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. Eng. Tech.  
CHAIRMAN, TVET CDACC**

### **ACKNOWLEDGMENT**

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

I recognize with appreciation the role of the Supply Chain Sector Skills Advisory Committee (SSAC) in ensuring that competencies required by the industry are addressed in the standards. I also thank all stakeholders in the Supply Chain sector for their valuable input and all those who participated in the process of developing these occupational standards.

I am convinced that these occupational standards will go a long way in ensuring that workers in Supply Chain Sector acquire competencies that will enable them to perform their work more efficiently.

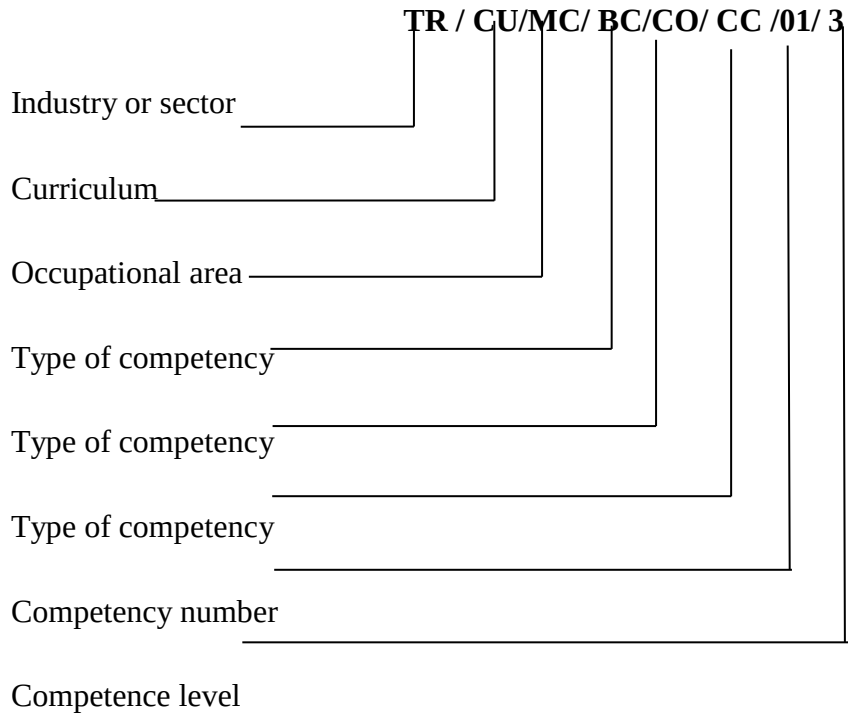
**Dr. LAWRENCE GUANTAI M'ITONGA, PhD**  
**COUNCIL SECRETARY/CEO TVET CDACC**

## ACRONYMS

|       |                                                               |
|-------|---------------------------------------------------------------|
| CDACC | : Curriculum Development Assessment and Certification Council |
| CU    | : Curriculum                                                  |
| BC    | : Basic Competency                                            |
| CC    | : Core Competency                                             |
| CO    | : Common Units                                                |
| KCSE  | : Kenya Certificate of Secondary Education                    |
| KNQA  | : Kenya National Qualifications Authority                     |
| OSHA  | : Occupation Safety and Health Act                            |
| PPE   | : Personal Protective Equipment                               |
| SSAC  | : Sector Skills Advisory Committee                            |
| TVET  | : Technical and Vocational Education and Training             |
| FIFO  | : First in First Out                                          |
| LIFO  | : Last in First Out                                           |
| LSO   | : Local Service order                                         |
| LPO   | : Local Purchase order.                                       |



## KEY TO UNIT CODE



## OVERVIEW

### Description

The **supply chain management level six qualification** consists of competencies that a person must achieve to procure organizations' goods and services, oversee warehousing of procured goods, oversee distribution of stored goods, manage supply chain operations, manage procurement contracts and dispose organizational assets within the institution's/organizations acceptable standard operating procedures (SOPs).

### Units of Learning

This course consists of basic, core competencies as indicated below:

#### Basic competencies

1. Demonstrate communication skills
2. Demonstrate occupational safety and health practices
3. Demonstrate numeracy skills
4. Demonstrate digital literacy
5. Demonstrate entrepreneurial skills
6. Demonstrate employability skills
7. Demonstrate environmental literacy

#### Core competencies

1. Procure organizations' goods and services
2. Oversee warehousing of procured goods
3. Oversee distribution of stored goods
4. Manage supply chain operations
5. Manage procurement contracts
6. Dispose organizational assets

## **BASIC UNITS OF COMPETENCY**

## DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE: BUS/OS/SC/BC/01/6**

### UNIT DESCRIPTION

This unit covers the competencies required in meeting communication needs of clients and colleagues; developing, establishing, maintaining communication pathways and strategies. It also covers competencies for conducting interview, facilitating group discussion and representing an organization in various forums.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b>                                                   | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range</i></b>                                                                                                                                                                                                     |
| 1. Meet communication needs of clients and colleagues            | 1.1 Specific communication needs of clients and colleagues are identified and met<br>1.2 Different approaches are used to meet communication needs of clients and colleagues<br>1.3 Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization                                                                    |
| 2. Develop communication strategies                              | 2.1 Strategies for effective internal and external dissemination of information are developed to meet the organization's requirements<br>2.2 Special communication needs are considered in developing strategies to avoid discrimination in the workplace<br>2.3 Communication <b>strategies</b> are analyzed, evaluated and revised where necessary to make sure they are effective |
| 3. Establish and maintain communication pathways                 | 3.1 Pathways of communication are established to meet requirements of organization and workforce<br>3.2 Pathways are maintained and reviewed to ensure personnel are informed of relevant information                                                                                                                                                                                |
| 4. Promote use of communication strategies                       | 4.1 Information is provided to all areas of the organization to facilitate implementation of the strategy<br>4.2 Effective communication techniques are articulated and modelled to the workforce<br>4.3 Personnel are given guidance about adapting communication strategies to suit a range of contexts                                                                            |

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><b><i>Bold and italicized terms are elaborated in the Range</i></b>                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. Conduct interview                                                               | 5.1 A range of appropriate communication strategies are employed in <b><i>interview situations</i></b><br>5.2 Records of interviews are made and maintained in accordance with organizational procedures<br>5.3 Effective questioning, listening and nonverbal communication techniques are used to ensure that required message is communicated                                                                                                                                                                                                   |
| 6. Facilitate group discussion                                                     | 6.1 Mechanisms which enhance <b><i>effective group interaction</i></b> is defined and implemented<br>6.2 Strategies which encourage all group members to participate are used routinely<br>6.3 Objectives and agenda for meetings and discussions are routinely set and followed<br>6.4 Relevant information is provided to group to facilitate outcomes<br>6.5 Evaluation of group communication strategies is undertaken to promote participation of all parties<br>6.6 Specific communication needs of individuals are identified and addressed |
| 7. Represent the organization                                                      | 7.1 When participating in internal or external forums, presentation is relevant, appropriately researched and presented in a manner to promote the organization<br>7.2 Presentation is clear and sequential and delivered within a predetermined time<br>7.3 Appropriate media is utilized to enhance presentation<br>7.4 Differences in views are respected<br>7.5 Written communication is consistent with organizational standards<br>7.6 Inquiries are responded in a manner consistent with organizational standard                           |

## **RANGE**

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



interaction in  
a non-  
judgmental  
way Using  
active  
listening  
Making decision about  
appropriate words, behavior  
Putting together response which is  
culturally appropriate Expressing  
an individual perspective

Expressing own philosophy, ideology and background and  
exploring impact with relevance to communication  
Establishing rapport  
Eliciting facts and information  
Facilitating resolution of issues  
Developing action plans  
Diffusing potentially difficult situations

### **REQUIRED SKILLS AND KNOWLEDGE**

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

#### **Required Skills**

The individual needs to demonstrate the following skills:

- Effective communication
- Active listening
- Giving/receiving feedback
- Interpretation of information
- Role boundaries setting
- Negotiation
- Establishing empathy

- Openness and flexibility in communication
- Communication skills required to fulfil job roles as specified by the organization
- Writing communications strategy
- Applying key elements of communications strategy

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Communication process
- Dynamics of groups and different styles of group leadership
- Communication skills relevant to client groups
- Flexibility in communication
- Communication skills relevant to client groups
- Key elements of communications strategy

### 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:<br>1.1 Developed communication strategies to meet the organization requirements and applied in the workplace<br>1.2 Established and maintained communication pathways for effective communication in the workplace<br>1.3 Used communication strategies involving exchanges of complex oral information |
| 2. Resource Implications               | The following resources should be provided:<br>2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place<br>2.2 Materials relevant to the proposed activity or tasks                                                                                                                                       |
| 3. Methods of Assessment               | Competency in this unit may be assessed through:<br>3.1 Direct Observation/Demonstration with Oral Questioning<br>3.2 Written Examination                                                                                                                                                                                                                |
| 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/SC/BC/02/6**

### **Unit description:**

This unit describes the competencies required by a worker in order to apply a wide range of mathematical calculations for work; apply ratios, rates and proportions to solve problems; estimate, measure and calculate measurement for work; Use detailed maps to plan travel routes for work; Use geometry to draw and construct 2D and 3D shapes for work; Collect, organize and interpret statistical data; Use routine formula and algebraic expressions for work and use common functions of a scientific calculator

### **ELEMENTS AND PERFORMANCE CRITERIA**

| <b>ELEMENT</b>                                                    | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1. Apply a wide range of mathematical calculations for work       | 1.1 Mathematical information embedded in a range of workplace tasks and texts is extracted<br>1.2 Mathematical information is interpreted and comprehended<br>1.3 A range of mathematical and problem-solving processes are select and used<br>1.4 Different forms of fractions, decimals and percentages are flexibly used<br>1.5 Calculation performed with positive and negative numbers<br>1.6 Numbers are expressed as powers and roots and are used in calculations<br>1.7 Calculations done using routine formulas<br>1.8 Estimation and assessment processes are used to check outcome<br>1.9 Mathematical language is used to discuss and explain the processes, results and implications of the task |
| 2. Use and apply ratios, rates and proportions for work           | 2.1 Information regarding ratios, rates and proportions extracted from a range of workplace tasks and texts<br>2.2 Mathematical information related to ratios, rate and proportions is analyzed<br>2.3 Problem solving processes are used to undertake the                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| <b>ELEMENT</b>                                                    | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                   | task<br>2.4 Equivalent ratios and rates are simplified<br>2.5 Quantities are calculated using ratios, rates and proportions<br>2.6 Graphs, charts or tables are constructed to represent ratios, rates and proportions<br>2.6 The outcomes reviewed and checked<br>2.7 Information is record using mathematical language and symbols                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3. Estimate, measure and calculate measurement for work           | 3.1 Measurement information embedded in workplace texts and tasks are extracted and interpreted<br>3.2 Appropriate workplace measuring equipment are identified and selected<br>3.3 Accurate measurements are estimate and made<br>3.4 The area of 2D shapes including compound shapes are calculated<br>3.5 The volume of 3D shapes is calculated using relevant formulas<br>3.6 Sides of right angled triangles are calculated using Pythagoras' theorem<br>3.7 conversions are performed between units of measurement<br>3.8 Problem solving processes are used to undertake the task<br>3.9 The measurement outcomes are reviewed and checked<br>3.10 Information is recorded using mathematical language and symbols appropriate for the task |
| 4. Use detailed maps to plan travel routes for work               | 4.1 Different types of maps are identified and interpreted<br>4.2 Key features of maps are identified<br>4.3 Scales are identified and interpreted<br>4.4 Scales are applied to calculate actual distances<br>4.5 Positions or locations are determined using directional information                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| <b>ELEMENT</b>                                                     | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                    | <p>4.6 Routes are planned by determining directions and calculating distances, speeds and times</p> <p>4.7 Information is gathered and identified and relevant factors related to planning a route checked</p> <p>4.8 Relevant equipment is select and checked for accuracy and operational effectiveness</p> <p>4.9 Task is planned and recorded using specialized mathematical language and symbols appropriate for the task</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5. Use geometry to draw 2D shapes and construct 3D shapes for work | <p>5.1 A range of 2D shapes and 3D shapes and their uses in work contexts is identified</p> <p>5.2 Features of 2D and 3D shapes are named and described</p> <p>5.3 Types of angles in 2D and 3D shapes are identified</p> <p>5.4 Angles are drawn, estimated and measured using geometric instruments</p> <p>5.5 Angle properties of 2D shapes are named and identified</p> <p>5.6 Angle properties are used to evaluate unknown angles in shapes</p> <p>5.7 Properties of perpendicular and parallel lines are applied to shapes</p> <p>5.8 Understanding and use of symmetry is demonstrated</p> <p>5.9 Understanding and use of similarity is demonstrated</p> <p>5.10 The workplace tasks and mathematical processes required are identified</p> <p>5.11 2D shapes is drawn for work</p> <p>5.12 3D shapes are constructed for work</p> <p>5.13 The outcomes are reviewed and checked</p> <p>5.14 Specialized mathematical language and symbols appropriate for the task are used</p> |
| 6. Collect, organize, and interpret statistical data for work      | <p>6.1 Workplace issue requiring investigation are identified</p> <p>6.2 Audience / population / sample unit is determined</p> <p>6.3 Data to be collected is identified</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| <b>ELEMENT</b>                                                    | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                   | 6.4 Data collection method is selected<br>6.5 Appropriate statistical data is collected and organized<br>6.6 Data is illustrated in appropriate formats<br>6.7 The effectiveness of different types of graphs are compared<br>6.8 The summary statistics for collected data is calculated<br>6.9 The results / findings are interpreted<br>6.10 Data is checked to ensure that it meets the expected results and content<br>6.11 Information from the results including tables, graphs and summary statistics is extracted and interpreted<br>6.12 Mathematical language and symbols are used to report results of investigation                       |
| 7. Use routine formula and algebraic expressions for work         | 7.1 Understanding of informal and symbolic notation, representation and conventions of algebraic expressions is demonstrated<br>7.2 Simple algebraic expressions and equations are developed<br>7.3 Operate on algebraic expressions<br>7.4 Algebraic expressions are simplified<br>7.5 Substitution into simple routine equations is done<br>7.6 Routine formulas used for work tasks are identified and comprehended<br>7.7 Routine formulas are evaluated by substitution<br>7.8 Routine formulas transposed<br>7.9 Appropriate formulas are identified and used for work related tasks<br>7.10 Outcomes are checked and result of calculation used |
| 8. Use common functions of a scientific calculator for work       | 8.1 Required numerical information to perform tasks is located<br>8.2 The order of operations and function keys necessary to solve mathematical calculation are determined                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| <b>ELEMENT</b>                                                    | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                          |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range.</i></b>                                                                    |
|                                                                   | 8.3 Function keys on a scientific calculator are identified and used<br>8.4 Estimations are referred to check reasonableness of problem solving process<br>8.5 Appropriate mathematical language, symbols and conventions are used to report results |

### **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.

| <b>Variable</b> | <b>Range</b>                                                                                                                                                                                                                                      |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Geometry     | <b><i>May include but not limited to:</i></b><br>2.1 Scale drawing<br>2.2 Triangles<br>2.3 Simple solid<br>2.4 Round<br>2.5 Square<br>2.6 Rectangular<br>2.7 Triangle<br>2.8 Sphere<br>2.9 Cylinder<br>2.10 Cube<br>2.11 Polygons<br>2.12 Cuboids |

### **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

## DEMONSTRATE DIGITAL LITERACY

**UNIT CODE: BUS/OS/SC/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

| <b>ELEMENT</b>                                                                  | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br><b><i>Bold and italicized terms are elaborated in the Range</i></b>                                                                                                                                                                                                                                                                                                                           |
| 1. Identify appropriate computer software and hardware                          | 1.1 Concepts of ICT are determined in accordance with computer equipment<br>1.2 Classifications of computers are determined in accordance with manufacturers specification<br>1.3 <b><i>Appropriate computer software</i></b> is identified per manufacturer's specification<br>1.4 <b><i>Appropriate computer hardware</i></b> is identified per manufacturer's specification<br>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 <b><i>Data security and privacy are classified</i></b> in accordance with the prevailing technology<br>2.2 <b><i>Security threats</i></b> are identified, <b><i>and control measures</i></b> are applied in accordance with laws governing protection of ICT<br>2.3 Computer threats and crimes are detected.<br>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 <b><i>Word processing concepts</i></b> are applied in resolving workplace tasks, report writing and documentation<br>3.2 <b><i>Word processing utilities</i></b> are applied in accordance with workplace procedures<br>3.3 Worksheet layout is prepared in accordance with work procedures<br>3.4 Worksheet is build and data manipulated in the worksheet in accordance with workplace procedures<br>3.5 Continuous data manipulated on worksheet is undertaken in accordance with work requirements |

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><b><i>Bold and italicized terms are elaborated in the Range</i></b>                                                                                                                                                                                    |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                    | 3.6 Database design and manipulation is undertaken in accordance with office procedures<br>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<br>4.2 Office internet functions are defined and executed in accordance with office procedures<br>4.3 <b>Network configuration</b> is determined in accordance with office operations procedures<br>4.4 Official World Wide Web is installed and managed per workplace procedures |
| 5. Apply Desktop publishing in official assignments                                | 5.1 Desktop publishing functions and tools are identified in accordance with manufactures specifications<br>5.2 Desktop publishing tools are developed in accordance with work requirements<br>5.3 Desktop publishing tools are applied in accordance with workplace requirements<br>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<br>6.2 Slides are created and formulated in accordance with workplace procedures<br>6.3 Slides are edited and run in accordance with work procedures<br>6.4 Slides and handouts are printed per 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<br><i>May include but are not limited to:</i>                                                                                                                                                                                                                |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. <i>Appropriate computer software</i> | A collection of instructions or computer tools that enable the user to interact with a <i>computer</i> , its hardware, or perform tasks.                                                                                                                           |
| 2. <i>Appropriate computer hardware</i> | Collection of physical parts of a computer system such as; <ul style="list-style-type: none"><li>• Computer case, monitor, keyboard, and mouse</li><li>• All the parts inside the computer case, such as the hard disk drive, motherboard and video card</li></ul> |
| 3. <i>Data security and privacy</i>     | <ul style="list-style-type: none"><li>• Confidentiality of data</li><li>• Cloud computing</li><li>• Integrity -but-curious data surfing</li></ul>                                                                                                                  |
| 4. <i>Security and control measures</i> | Counter measures against cyber terrorism <ul style="list-style-type: none"><li>• Risk reduction</li><li>• Cyber threat issues</li><li>• Risk management</li><li>• Pass-wording</li></ul>                                                                           |
|                                         | <ul style="list-style-type: none"><li>•</li></ul>                                                                                                                                                                                                                  |
|                                         | <ul style="list-style-type: none"><li>•</li></ul>                                                                                                                                                                                                                  |
| 5. <i>Security threats</i>              | <ul style="list-style-type: none"><li>• Cyber terrorism</li><li>• Hacking</li></ul>                                                                                                                                                                                |
| 6. <i>Word processing concepts</i>      | Using a special program to create, edit and print documents                                                                                                                                                                                                        |
| 7. <i>Network configuration</i>         | 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: <ul style="list-style-type: none"> <li>1.1 Identified and controlled security threats</li> <li>1.2 Detected and protected computer crimes</li> <li>1.3 Applied word processing in office tasks</li> <li>1.4 Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures</li> <li>1.5 Opened electronic mail for office communication as per workplace procedure</li> <li>1.6 Installed internet and World Wide Web for office tasks in accordance with office procedures</li> <li>1.7 Integrated emerging issues in computer ICT applications</li> <li>1.8 Applied laws governing protection of ICT</li> </ul> |
| 2. Resource Implications               | <ul style="list-style-type: none"> <li>2.1 Tablets</li> <li>2.2 Laptops</li> <li>2.3 Desktop PCs</li> <li>2.4 Calculator</li> <li>2.5 Internet</li> <li>2.6 Smart phone</li> <li>2.7 Operation Manuals</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3. Methods of Assessment               | Competency may be assessed through: <ul style="list-style-type: none"> <li>3.1 Written Test</li> <li>3.2 Demonstration</li> <li>3.3 Practical assignment</li> <li>3.4 Interview/Oral Questioning</li> <li>3.5 Demonstration</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 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/SC/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 | <p>1.1 Business innovation strategies are determined in accordance with the organization strategies</p> <p>1.2 Business innovative strategies are implemented for business growth</p> <p>1.3 Track record and normative capability profile of enterprise and similar businesses are reviewed and considered in setting <b>strategic directions</b>.</p> <p>1.4 Strengths, weaknesses, opportunities and threats are considered when developing new ideas, approaches, goals and directions</p> <p>1.5 Decisions about enterprise strategies/directions are made after careful consideration of all relevant information</p> <p>1.6 <b>Business/corporate plan</b> is developed that sets out tactics, resource implications, timeframes, production and sales target</p> |
| 2. Develop new products/markets           | <p>2.1 Alternative product/service offerings are canvassed and studied for feasibility</p> <p>2.2 Potential and new sources/sellers of supplies and raw materials are identified and canvassed.</p> <p>2.3 Target markets and buyers are identified and surveyed as to their preferences and brand loyalties.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3. Expand customers and product lines     | <p>3.1 Enterprise is built up and sustained through responsiveness to market demands and the regulatory environment.</p> <p>3.2 Competitive advantage of existing products and services is maintained/enhanced through responsive</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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

## **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.

| <b>Variable</b>            | <b>Range</b><br><i>May include but are not limited to:</i>                                                                                                                  |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Strategic directions    | 1.1 Business continuity and succession<br>1.2 Resource access security<br>1.3 Core competencies development<br>1.4 New developments e.g. technological change, new products |
| 2. Business/Corporate plan | 2.1 Action steps and responsibilities of departments and individual workers<br>2.2 Resource requirements and budget<br>2.3 Tactics and strategies to achieve objectives     |
| 3. Helpful mechanisms      | 3.1 Wage and non-wage benefits<br>3.2 Employee awards and recognition systems<br>3.3 Employee rights and welfare policies<br>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 sigmas
- 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.

|                                   |                                                                                                                                                                        |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:<br>1.1 Demonstrated ability to maintain a profitable and stable enterprise as shown by stakeholder feedback, employee |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|                                        |                                                                                                                                                                                                                                                                      |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        | <p>testimonies and company financial statements</p> <p>1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise</p> <p>1.3 Demonstrated ability to manage/operate a micro/small-scale business</p> <p>1.4 Demonstrated basic marketing skills</p> |
| 2. Resource Implications               | <p>The following resources should be provided:</p> <p>2.1 Interview guide for entrepreneurs</p> <p>2.2 Enterprise workers and third parties</p> <p>2.3 Materials and location relevant to the proposed activity and tasks</p>                                        |
| 3. Methods of Assessment               | <p>3.1 Case problems</p> <p>3.2 Interview</p> <p>3.3 Portfolio</p> <p>3.4 Third part reports</p>                                                                                                                                                                     |
| 4. Context of Assessment               | <p>4.1 Competency may be assessed in workplace or in a simulated workplace setting</p> <p>4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group</p>                                                                     |
| 5. Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>                                                                                                                                                  |

## DEMONSTRATE EMPLOYABILITY SKILLS

**UNIT CODE: BUS/OS/SC/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; demonstrating critical safe work habits and leading a workplace team; 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**

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function.              | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Develop self-awareness and understanding of every day demands and challenges in the workplace | 1.1 Personal vision, mission and goals are formulated based on potential and in relation to organization objectives<br>1.2 Emotions are managed as per workplace requirements<br>1.3 Thoughts, feelings and beliefs are expressed in direct, honest and appropriate ways.<br>1.4 Feelings are shared with others according to personal issues for healthy relations.<br>1.5 Individual performance is evaluated and monitored according to the agreed targets.<br>1.6 Assertiveness is developed and maintained based on the requirements of the job.<br>1.7 Own ideas and visions that generates excitement, enthusiasm and commitment are articulated.<br>1.8 Accountability and responsibility for own actions are demonstrated.<br>1.9 Self-esteem and a positive self-image are developed and maintained. |
| 2. Demonstrate critical safe work habits for employees in the workplace                          | 2.1 Stress is managed at the workplace in accordance with workplace procedures.<br>2.2 Punctuality and time consciousness is demonstrated in line workplace policy.<br>2.3 Personal objectives are integrated with organization goals in accordance with organization's strategic plan.<br>2.4 Resources are effectively utilized in accordance with workplace policy.                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     | 2.5 Work priorities are set and met in according to workplace procedures.<br>2.6 Leisure time is recognized and used productively in line with organization policy.<br>2.7 Abstinence from drug and substance abuse is demonstrated as per workplace policy.<br>2.8 Awareness of HIV and AIDS is demonstrated in line with workplace requirements.<br>2.9 Safety consciousness is demonstrated in the workplace based on organization safety policy.<br>2.10 Emerging issues are dealt with in accordance with organization policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3. Lead a workplace team                                                            | 3.1 Role and objectives of the team are determined in accordance workplace policy.<br>3.2 Team parameters and relationships are identified according to set rules and regulations.<br>3.3 Individual responsibilities are identified in accordance with work procedures.<br>3.4 Effective and appropriate forms of communication in a team are established according to office policy.<br>3.5 Business communication is carried out as per workplace policy and requirements of the job.<br>3.6 Team activities are complemented in accordance with office procedures.<br>3.7 Team building activities are planned for in line with organization policy.<br>3.8 Conflicts are resolved between team members in line with organization rules and regulations.<br>3.9 <b><i>Gender mainstreaming</i></b> is undertaken in accordance with set regulations.<br>3.10 Human rights are adhered to in accordance with existing protocol.<br>3.11 Healthy relationships are developed and maintained for harmonious co-existence in line with workplace. |
| 4. Plan and organize                                                                | 4.1 Work schedules are developed for accomplishing given tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| work                                                                                | <p>within the set time lines and based on workplace policy.</p> <p>4.2 Time is managed achieve workplace set goals and objectives.</p> <p>4.3 Clear project goals and deliverables are established according to company set policies and regulations.</p> <p>4.4 Resources are mobilized, allocated and utilized to meet project goals and deliverables.</p> <p>4.5 Work activities are monitored and evaluated in line with organization procedures.</p> <p>4.6 Situations that require decision making are identified within the work place and decision made in accordance with workplace policy.</p> <p>4.7 Steps required in making effective decisions are applied within the workplace.</p> <p>4.8 Problems arising in the course of working are identified and solved or reported according the workplace policies and procedures.</p> <p>4.9 Values required in problem solving process are demonstrated at the work place.</p> <p>4.10 Situations within the workplace that require negotiation identified and negotiations done to create win-win situations.</p> <p>4.11 Negotiation techniques are developed and applied at workplace to meet clientele's satisfaction and organizations' objectives.</p> |
| 5. Maintain professional growth and development in the workplace                    | <p>5.1 Personal training needs are assessed and identified in line with the requirements of the job.</p> <p>5.2 <b><i>Training and career opportunities</i></b> are identified and availed based on job requirements.</p> <p>5.3 Resources for training are mobilized and allocated based organizations skills needs.</p> <p>5.4 Licensees and certifications relevant to job and career are obtained and renewed.</p> <p>5.5 Personal growth is pursued towards improving the qualifications set for the profession.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     | 5.6 Work priorities and commitments are managed based on requirement of the job and workplace policy.<br>5.7 Recognitions are sought as proof of career advancement in line with professional requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6. Demonstrate learning, creativity and innovativeness in the workplace             | 6.1 Time and effort is invested in learning new skills-based job requirements.<br>6.2 Willingness to learn in different context is demonstrated based on available learning opportunities arising in the workplace.<br>6.3 Learning opportunities are sought and allocated based on job requirement and in line with organization policy.<br>6.4 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job.<br>6.5 Application of a range of basic IT skills is demonstrated based on requirements of the job.<br>6.6 Awareness of Occupational Health and Safety procedures are demonstrated in use of technology in the workplace.<br>6.7 Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.<br>6.8 New systems are developed and maintained in accordance with the requirements of the job.<br>6.9 Opportunities that are not obvious are identified and exploited in line with organization objectives.<br>6.10 Opportunities for performance improvement are identified proactively in area of work.<br>6.11 Awareness of personal role in workplace innovation is demonstrated. |

## 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.

| <b>Variable</b>                    | <b>Range</b><br><i>May include but are not limited to:</i>                                                                                                                                                                                           |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Drug and substance abuse</b> | Commonly abused <ul style="list-style-type: none"><li>• Alcohol</li><li>• Tobacco</li><li>• Miraa</li><li>• Over-the-counter drugs</li><li>• Cocaine</li><li>• Bhang</li><li>• Glue</li></ul>                                                        |
| <b>2. Feedback</b>                 | <ul style="list-style-type: none"><li>• Verbal</li><li>• Written</li><li>• Informal</li><li>• Formal</li></ul>                                                                                                                                       |
| <b>3. Clients</b>                  | <ul style="list-style-type: none"><li>• New clients</li><li>• Existing clients</li><li>• Internal clients</li><li>• External clients</li></ul>                                                                                                       |
| <b>4. Relationships</b>            | <ul style="list-style-type: none"><li>• Man/Woman</li><li>• Trainer/trainee</li><li>• Employee/employer</li><li>• Client/service provider</li><li>• Husband/wife</li><li>• Boy/girl</li><li>• Parent/child</li><li>• Sibling relationships</li></ul> |
| <b>5. Communication methods</b>    | <ul style="list-style-type: none"><li>• Written</li><li>• Talk/presentation</li></ul>                                                                                                                                                                |

| Variable                                     | Range<br><i>May include but are not limited to:</i>                                                                                                                                                                                                          |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | <ul style="list-style-type: none"> <li>• Video</li> <li>• Audio</li> <li>• Graphical</li> <li>• Modelling</li> </ul>                                                                                                                                         |
| <b>6. Team</b>                               | <ul style="list-style-type: none"> <li>• Small work group</li> <li>• Staff in a section/department</li> <li>• Inter-agency group</li> </ul>                                                                                                                  |
| <b>7. Personal growth</b>                    | <ul style="list-style-type: none"> <li>• Growth in the job</li> <li>• Career mobility</li> <li>• Gains and exposure the job gives</li> <li>• Net workings</li> <li>• Benefits that accrue to the individual as a result of noteworthy performance</li> </ul> |
| <b>8. Personal objectives</b>                | <p>Long term</p> <p>Short term</p> <ul style="list-style-type: none"> <li>• Broad</li> <li>• Specific</li> </ul>                                                                                                                                             |
| <b>9. Trainings and career opportunities</b> | <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>• Participation in training programs</li> </ul>                                                                                                                                      |
|                                              | <ul style="list-style-type: none"> <li>○ Technical</li> <li>○ Supervisory</li> <li>○ Managerial</li> <li>○ Continuing Education</li> <li>• Serving as Resource Persons in conferences and workshops</li> </ul>                                               |
| <b>10. Resource</b>                          | <ul style="list-style-type: none"> <li>• Human</li> <li>• Financial</li> <li>• Technology <ul style="list-style-type: none"> <li>○ Hardware</li> <li>○ Software</li> </ul> </li> </ul>                                                                       |
| <b>11. Innovation</b>                        | <p>• • • • •</p>                                                                                                                                                                                                                                             |

N  
e  
w  
  
i  
d  
e  
a  
s  
  
O  
r  
i  
g  
i  
n

al ideas  
Different ideas  
Methods/procedures  
Processes  
New tools



| Variable                   | Range<br><i>May include but are not limited to:</i>                                                           |
|----------------------------|---------------------------------------------------------------------------------------------------------------|
| 12. <i>Emerging issues</i> | Terrorism<br>Social media<br><ul style="list-style-type: none"> <li>National cohesion</li> </ul> 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:

- Personal hygiene practices
- Intra and Interpersonal skills
- Communication skills
- Knowledge management
- Interpersonal skills
- Critical thinking skills
- Observation skills
- Organizing skills
- Negotiation skills
- Monitoring skills
- Evaluation skills
- Record keeping skills
- Problem solving skills
- Decision Making skills
- Resource utilization skills
- Resource mobilization skills

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies
- Company operations, procedures and standards
- Occupational Health and safety procedures

- Fundamental rights at work
- Personal hygiene practices
- Workplace communication

- Concept of time
- Time management
- Decision making
- Types of resources
- Work planning
- Resources and allocating resources
- Organizing work
- Monitoring and evaluation
- Record keeping
- Workplace problems and how to deal with them
- Negotiation
- Assertiveness
- Team work
- Gender mainstreaming
- 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 | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Attained job targets within key result areas.</p> <p>Maintained intra- and inter-personal relationship in the course of managing <b>oneself</b>.</p> <p>1.2 Completed trainings and career progression opportunities in time.</p> <p>1.3 Was punctual and time conscious.</p> |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        | <p>1.4 Acquired and maintained licenses and/or certifications required for the job.</p> <p>1.5 Planned and organized resources to achieve organization goals and objectives.</p> <p>1.6 Monitored and evaluated work activities.</p> <p>1.7 Identified, analyzed and solved problem arising in the course of working.</p> <p>1.8 Was conscious of health and safety while carrying out work functions.</p> <p>1.9 Maintained a mentorship and coaching program for employees.</p> <p>1.10 Innovatively made work processes and procedures more efficient.</p> <p>1.11 Mainstreamed gender issues in the workplace.</p> <p>1.12 Build a strong team of workers in the workplace.</p> <p>1.13 Sought and allocated learning opportunities and resources in the workplace.</p> <p>1.14 Demonstrated awareness of HIV and AIDS.</p> <p>1.15 Abstained from drug and substance abuse.</p> <p>1.16 Demonstrated ability to cope with emerging issues.</p> |
| 2. Resource Implications               | <p>The following resources should be provided:</p> <p>2.1 Workplace or assessment location</p> <p>2.2 Case studies/scenarios</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3. Methods of Assessment               | <p>Competency in this unit may be assessed through:</p> <p>Oral Interview</p> <p>Observation</p> <ul style="list-style-type: none"> <li>• Third Party Reports</li> </ul> <p>Written</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                        | <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4. Context of Assessment               | <ul style="list-style-type: none"> <li>•</li> </ul> <p>4.1 Competency may be assessed in workplace or in a simulated workplace setting</p> <p>4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5. Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



## DEMONSTRATE ENVIRONMENTAL LITERACY

**UNIT CODE: BUS/OS/SC/BC/06/6**

### UNIT DESCRIPTION

This unit specifies the competencies required to follow procedures for environmental hazard control, follow procedures for environmental pollution control, comply with workplace sustainable resource use, evaluate current practices in relation to resource usage, develop and adhere to environmental protection principles/strategies/guidelines, analyze resource use, develop resource conservation plans and implement selected plans.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                       |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Control environmental hazard                                                     | 1.1 <i><b>Storage methods</b></i> for environmentally hazardous materials are strictly followed per environmental regulations and OSHS.<br>1.2 <i><b>Disposal methods</b></i> of hazardous wastes are followed always per environmental regulations and OSHS.<br>1.3 <i><b>PPE</b></i> is used per OSHS.                              |
| 2. Control environmental Pollution control                                          | 2.1 Environmental pollution <i><b>control measures</b></i> are compiled following standard protocol.<br>2.2 Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999<br>2.3 Methods for minimizing <i><b>noise pollution</b></i> complied following environmental regulations. |
| 3. Demonstrate sustainable resource use                                             | 3.1 Methods for minimizing wastage are complied with.<br>3.2 Waste management procedures are employed following principles of 3Rs (Reduce, Reuse, Recycle)<br>3.3 Methods for economizing or reducing resource consumption are practiced.                                                                                             |
| 4. Evaluate current practices in relation to resource usage                         | 4.1 Information on resource efficiency systems and procedures are collected and provided to the work group where appropriate.<br>4.2 Current resource usage is measured and recorded by members of the work group.<br>4.3 Current purchasing strategies are analyzed and recorded                                                     |

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><b><i>Bold and italicized terms are elaborated in the Range</i></b>                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     | per industry procedures.<br>4.4 Current work processes to access information and data is analyzed following enterprise protocol.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5. Identify Environmental legislations/conventions for environmental concerns       | 5.1 Environmental legislations/conventions and local ordinances are identified per the different environmental aspects/impact<br>5.2 Industrial standard/environmental practices are described per the different environmental concerns                                                                                                                                                                                                                                                                                                                |
| 6. Implement specific environmental programs                                        | 6.1 Programs/Activities are identified per organizations policies and guidelines.<br>6.2 Individual roles/responsibilities are determined and performed based on the activities identified.<br>6.3 Problems/constraints encountered are resolved in accordance with organizations' policies and guidelines<br>6.4 Stakeholders are consulted based on company guidelines                                                                                                                                                                               |
| 7. Monitor activities on Environmental protection/Programs                          | 7.1 Activities are periodically monitored and Evaluated per the objectives of the environmental program<br>7.2 Feedback from stakeholders are gathered and considered in Proposing enhancements to the program based on consultations<br>7.3 Data gathered are analyzed based on Evaluation requirements<br>7.4 Recommendations are submitted based on the findings<br>7.5 Management support systems are set/established to sustain and enhance the program<br>7.6 Environmental incidents are monitored and reported to concerned/proper authorities |
| 8. Analyze resource use                                                             | 8.1. All resource consuming processes are Identified<br>8.2. Quantity and nature of Resource consumed is determined<br>8.3. Resource flow is analyzed through different parts of the process.<br>8.4. Wastes are classified for possible source of resources.                                                                                                                                                                                                                                                                                          |
| 9. Develop resource Conservation plans                                              | 9.1. Efficiency of use/conversion of resources is determined following industry protocol.<br>9.2. Causes of low efficiency of use of resources are                                                                                                                                                                                                                                                                                                                                                                                                     |

|                                                                                     |                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><b><i>Bold and italicized terms are elaborated in the Range</i></b> |
|                                                                                     | Determined based on industry protocol.<br>9.3. Plans for increasing the efficiency of resource use are developed based on findings.                                                                             |

## 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.

|                                                        |                                                                                                                                                                                                                                                     |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Variable</b>                                        | <b>Range</b><br><b><i>May include but are not limited to:</i></b>                                                                                                                                                                                   |
| <b><i>PPE</i></b>                                      | 1.1 Mask<br>1.2 Gloves<br>1.3 Goggles<br>1.4 Safety hat<br>1.5 Overall<br>1.6 Hearing protector                                                                                                                                                     |
| <b><i>Environmental pollution control measures</i></b> | 2.1 Methods for minimizing or stopping spread and ingestion of airborne particles<br>2.2 Methods for minimizing or stopping spread and ingestion of gases and fumes<br>2.4 Methods for minimizing or stopping spread and ingestion of liquid wastes |
| <b><i>Wastes</i></b>                                   | 3.1 Unnecessary waste<br>3.2 Necessary waste                                                                                                                                                                                                        |
| <b><i>Waste management Procedures</i></b>              | 4.1 Sorting<br>4.2 Storing of items<br>4.2 Recycling of items<br>4.3 Disposal of items                                                                                                                                                              |



| <b>Variable</b>                                       | <b>Range</b><br><i>May include but are not limited to:</i>                                                                                                                                                                                                                                                  |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Resources</b>                                      | 5.1 Electric<br>5.2 Water<br>5.3 Fuel<br>5.4 Telecommunications<br>5.5 Supplies<br>5.6 Materials                                                                                                                                                                                                            |
| <b>Workplace environmental hazards</b>                | 6.1 Biological hazards<br>6.2 Chemical and dust hazards<br>6.3 Physical hazards                                                                                                                                                                                                                             |
| <b>Organizational systems and procedures</b>          | 7.1 Supply chain, procurement and purchasing<br>7.2 Quality assurance<br>7.3 Making recommendations and seeking approvals                                                                                                                                                                                   |
| <b>Legislations/Conventions</b>                       | 8.1 EMCA 1999<br>8.2 Montreal Protocol<br>8.3 Kyoto Protocol                                                                                                                                                                                                                                                |
| <b>Environmental aspects/impacts</b>                  | 9.1 Air pollution<br>9.2 Water pollution<br>9.3 Noise pollution<br>9.4 Solid waste<br>9.5 Flood control<br>9.6 Deforestation/Denudation<br>9.7 Radiation/Nuclear /Radio Frequency/ Microwaves<br>9.8 Situation<br>9.9 Soil erosion (e.g. Quarrying, Mining, etc.)<br>9.10 Coral reef/marine life protection |
| <b>Industrial standards / Environmental practices</b> | 10.1 ISO standards<br>10.2 Company environmental management systems (EMS)                                                                                                                                                                                                                                   |
| <b>Periodic</b>                                       | 11.1 hourly<br>11.2 daily<br>11.3 weekly<br>11.4 monthly<br>11.5 quarterly<br>11.6 yearly                                                                                                                                                                                                                   |

| Variable                   | Range<br><i>May include but are not limited to:</i>                                                                                                                                                                                                                           |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Programs/Activities</b> | 12.1 Waste disposal (on-site and off-site)<br>12.2 Repair and maintenance of equipment<br>12.3 Treatment and disposal operations<br>12.4 Clean-up activities<br>12.5 Laboratory and analytical test<br>12.6 Monitoring and evaluation<br>12.7 Environmental advocacy programs |

## 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:<br>1.1 Controlled environmental hazard<br>1.2 Controlled environmental pollution<br>1.3 Demonstrated sustainable resource use<br>1.4 Evaluated current practices in relation to resource usage<br>1.5 Demonstrated knowledge of environmental legislations and local ordinances per the different environmental issues /concerns.<br>1.6 Described industrial standard environmental practices per the different environmental issues/concerns.<br>1.7 Resolved problems/ constraints encountered based on management standard procedures<br>1.8 Implemented and monitored environmental practices on a periodic basis as per company guidelines<br>1.9 Recommended solutions for the improvement of the program<br>1.10 Monitored and reported to proper authorities any environmental incidents |
| 2. Resource Implications          | <b>The following resources should be provided:</b><br>2.1 Workplace with storage facilities<br>2.2 Tools, materials and equipment relevant to the tasks (e.g. Cleaning tools, cleaning materials, trash bags)<br>2.3 PPE, manuals and references<br>2.4 Legislation, policies, procedures, protocols and local ordinances                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|                                       |                                                                                                                                                                                                                                                                                                  |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       | relating to environmental protection<br>2.5 Case studies/scenarios relating to environmental Protection                                                                                                                                                                                          |
| 3 Methods of Assessment               | Competency in this unit may be assessed through:<br>3.1 Demonstration<br>3.2 Oral questioning<br>3.3 Written examination<br>3.4 Interview/Third Party Reports<br>3.5 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad)<br>3.6 Simulations and role-play |
| 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.                                                                                                                                                                                     |

## 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
- Listing of resources used
- Measuring current usage of resources
- Identifying and reporting workplace environmental hazards
- Conveying all environmental issues
- Following environmental regulations

- Identifying environmental regulations
- Assessing procedures for assessing compliance
- Collecting information on environmental and resource efficiency systems and procedures, and Providing information to the work group
- Measuring and recording current resource usage
- Analysing and recording current purchasing strategies.
- Analysing current work processes to access information and data and Assisting identifying areas for improvement
- Analysing resource flow
- Determining efficiency of use/conversion of resources
- Determining causes of low efficiency of use
- Developing plans for increasing the efficiency of resource use
- Checking resource use plans
- Complying to regulations/licensing requirements
- Determining benefit/cost of plans
- Ranking proposals based on benefit/cost compared to limited resources
- Checking proposals meet regulatory requirements
- Monitoring implementation
- Adjusting plan and implementation
- checking new resource usage

### **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
- Methods of minimizing wastage
- Waste management procedures
- Economizing of resource consumption
- Principle of 3Rs

- Types of resources
- Techniques in measuring current usage of resources
- Calculating current usage of resources
- Types of workplace environmental hazards
- Environmental regulations
- Environmental regulations applying to the enterprise.
- Procedures for assessing compliance with environmental regulations.
- Collection of information on environmental and resource efficiency systems and procedures,
- Measurement and recording of current resource usage
- Analysis and recording of current purchasing strategies.
- Analysis current work processes to access information and data Analysis of data and information
- Identification of areas for improvement
- Resource consuming processes
- Determination of quantity and nature of resource consumed
- Analysis of resource flow of different parts of the resource flow process
- Use/conversion of resources
- Causes of low efficiency of use
- Increasing the efficiency of resource use
- Inspection of resource use plans
- Regulations/licensing requirements
- Determine benefit/cost for alternative resource sources
- Benefit/costs for different alternatives
- Components of proposals
- Criteria on ranking proposals
- Regulatory requirements
- Proposals for improving resource efficiency
- Implementation of resource efficiency plans
- Procedures in monitor implementation
- Adjustments of implementation plan
- Inspection of new resource usage

**DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES**  
**UNIT CODE: BUS/OS/SC/BC/07/6**

**UNIT DESCRIPTION**

This unit specifies the competencies required to lead the implementation of workplace's safety and health program, procedures and policies/guidelines.

**ELEMENTS AND PERFORMANCE CRITERIA**

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Identify workplace hazards and risk                                              | 1.1 <b>Hazards</b> in the workplace and/or its <b>indicators</b> of its presence, are identified<br>1.2 <b>Evaluation and/or work environment</b> measurements of OSH hazards/risk existing in the workplace is conducted by Authorized personnel or agency<br>1.3 <b>OSH issues and/or concerns</b> raised by workers are Gathered                                                                                                                                              |
| 2. Identify and implement appropriate control measures                              | 2.1 Prevention <b>and control measures</b> , including use of <b>safety gears / PPE (personal protective equipment)</b> for specific hazards identified and implemented<br>2.2 Appropriate <b>risk controls</b> based on result of OSH hazard evaluation is recommended.<br>2.3 <b>Contingency measures</b> , including <b>emergency procedures</b> during workplace <b>incidents and emergencies</b> are recognized and established in accordance with organization procedures. |
| 3. Implement OSH programs, procedures and policies/guidelines                       | 3.1 Information to work team about company OSH program, procedures and policies/guidelines are provided<br>3.2 Implementation of OSH procedures and policies/guidelines are participated<br>3.3 Team members are trained and advised on OSH standards and procedures<br>3.4 Procedures for maintaining <b>OSH-related records</b> are implemented                                                                                                                                |

**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.

| <b>Variable</b>                                    | <b>Range</b><br><i>May include but are not limited to:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Hazards                                         | 1.1. Physical hazards – impact, illumination, pressure, noise, vibration, extreme temperature, radiation<br>1.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects<br>1.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors<br>1.4 Ergonomics<br>Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles<br>Physiological factors – monotony, personal relationship, work out cycle<br>1.6 Safety hazards (unsafe workplace condition) – confined space, excavations, falling objects, gas leaks, electrical, poor storage of materials and waste, spillage, waste and debris<br>1.7 Unsafe workers’ act (Smoking in off-limited areas, Substance and alcohol abuse at work) |
| 2. Indicators                                      | 2.1 Increased of incidents of accidents, injuries<br>2.2 Increased occurrence of sickness or health complaints/ symptoms<br>2.3 Common complaints of workers related to OSH<br>2.4 High absenteeism for work-related reasons                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3. Evaluation and/or work environment measurements | 3.1 Health Audit<br>3.2 Safety Audit<br>3.3 Work Safety and Health Evaluation<br>3.4 Work Environment Measurements of Physical and Chemical Hazards                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Variable                                             | Range<br><i>May include but are not limited to:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. OSH issues and/or concerns                        | 4.1 Workers' experience/observance on presence of work hazards<br>4.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks)<br>4.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5. Prevention and control measures                   | 5.1 Eliminate the hazard (i.e., get rid of the dangerous machine<br>5.2 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off)<br>5.3 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one)<br>5.4 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)<br>5.5 Use engineering controls to reduce the risk (i.e. use safety guards to machine)<br>5.6 Use personal protective equipment<br>5.7 Safety, Health and Work Environment Evaluation<br>5.8 Periodic and/or special medical examinations of workers |
| 6. Safety gears /PPE (Personal Protective Equipment) | 6.1 Arm/Hand guard, gloves<br>6.2 Eye protection (goggles, shield)<br>6.3 Hearing protection (ear muffs, ear plugs)<br>6.4 Hair Net/cap/bonnet<br>6.5 Hard hat<br>6.6 Face protection (mask, shield)<br>6.7 Apron/Gown/coverall/jump suit<br>6.8 Anti-static suits<br>6.9 High-visibility reflective vest                                                                                                                                                                                                                                                                                                                                                                                                                                |



| <b>Variable</b>               | <b>Range</b><br><i>May include but are not limited to:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7. Appropriate risk controls  | <p>Appropriate risk controls in order of impact are as follows:</p> <p>7.1 Eliminate the hazard altogether (i.e., get rid of the dangerous machine)</p> <p>7.2 Isolate the hazard from anyone who could be harmed (i.e., keep the machine in a closed room and operate it remotely; barricade an unsafe area off)</p> <p>7.3 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one)</p> <p>7.4 Use administrative controls to reduce the risk (i.e., train workers how to use equipment safely; train workers about the risks of harassment; issue signage)</p> <p>7.5 Use engineering controls to reduce the risk (i.e., attach guards to the machine to protect users)</p> <p>7.6 Use personal protective equipment (i.e., wear gloves and goggles when using the machine)</p> |
| 8. Contingency measures       | <p>8.1 Evacuation</p> <p>8.2 Isolation</p> <p>8.3 Decontamination</p> <p>8.4 (Calling designed) emergency personnel</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9. Emergency procedures       | <p>9.1 Fire drill</p> <p>9.2 Earthquake drill</p> <p>9.3 Basic life support/CPR</p> <p>9.4 First aid</p> <p>9.5 Spillage control</p> <p>9.6 Decontamination of chemical and toxic</p> <p>9.7 Disaster preparedness/management</p> <p>9.8 Use of fire-extinguisher</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10. Incidents and emergencies | <p>10.1 Chemical spills</p> <p>10.2 Equipment/vehicle accidents</p> <p>10.3 Explosion</p> <p>10.4 Fire</p> <p>10.5 Gas leak</p> <p>10.6 Injury to personnel</p> <p>10.7 Structural collapse</p> <p>10.8 Toxic and/or flammable vapors emission.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Variable                | Range<br><i>May include but are not limited to:</i>                                                                                                        |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11. OSH-related Records | 11.1 Medical/Health records<br>11.2 Incident/accident reports<br>11.3 Sickness notifications/sick leave application<br>11.4 OSH-related trainings obtained |

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Skills on preliminary identification of workplace hazards/risks
- Knowledge management
- Critical thinking skills
- Observation skills
- Coordinating skills
- Communication skills
- Interpersonal skills
- Troubleshooting skills
- Presentation skills
- Training skills

### Required Knowledge

The individual needs to demonstrate knowledge of:

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

## EVIDENCE GUIDE

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

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Critical Aspects of Competency | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"><li>1.1 Identifies hazards/risks in the workplace and/or its indicators</li><li>1.2 Requests for evaluation and/or work environment measurements of OSH hazards/risk in the workplace</li><li>1.3 Gathers OSH issues and/or concerns raised by workers</li><li>1.4 Identifies and implements prevention and control measures, including use of PPE (personal protective equipment) for specific hazards</li><li>1.5 Recommends appropriate risk controls based on result of OSH hazard evaluation and OSH issues gathered</li><li>1.6 Establish contingency measures, including emergency procedures in accordance with organization procedures</li><li>1.7 Provides information to work team about company OSH program, procedures and policies/guidelines</li><li>1.8 Participates in the implementation of OSH procedures and policies/guidelines</li><li>1.9 Trains and advises team members on OSH standards and procedures</li><li>1.10 Implements procedures for maintaining OSH-related records</li></ul> |
| 2. Resource Implications          | <p>The following resources should be provided:</p> <ul style="list-style-type: none"><li>2.1 Workplace or assessment location</li><li>2.2 OSH personal records</li><li>2.3 PPE</li><li>2.4 Health records</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3. Methods of Assessment          | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"><li>3.1 Portfolio Assessment</li><li>3.2 Interview</li><li>3.3 Case Study/Situation</li><li>3.4 Observation/Demonstration and oral questioning</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4. Context of Assessment          | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5. Guidance information for       | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|            |  |
|------------|--|
| assessment |  |
|------------|--|

## **CORE UNITS OF COMPETENCY**

## PROCURE ORGANIZATIONS' GOODS AND SERVICES

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

### UNIT DESCRIPTION

This unit specifies the competencies required to procure organizations' goods and services. It involves procurement of goods and services, and administration of the same until they are finally consumed by the organization.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the <b>key outcomes</b> which make up <b>workplace function</b> . | <b>PERFORMANCE CRITERIA</b><br>These are <b>assessable</b> statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Plan for procurement of organizations' goods, works and services                                | 1.1 Availability of funds is established based of the organizations' budget.<br>1.2 <i><b>Requirements of the organization</b></i> are established based on organizations' work plan.<br>1.3 <i><b>Procurement plan</b></i> is prepared based on requirements of the organization.<br>1.4 Procurement plan is approved as per organizations policy and available funds.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2. Procure organizations' goods, works and services                                                | 2.1 Prequalification of suppliers is developed as per standard operating procedures.<br>2.2 <i><b>Specifications</b></i> are developed based on organization policy and laid down regulations.<br>2.3 Market price survey is conducted as per standards operating procedures<br>2.4 Procurement <i><b>bids</b></i> are invited based on requirements of the organization.<br>2.5 Procurement bids are subjected to various <i><b>levels of evaluation</b></i> based on the specifications as per standard operating procedures.<br>2.6 Procurement bids are awarded to the most responsive bidder based on evaluation report and <i><b>negotiations</b></i><br>2.6 Procurement contracts are developed between the organization and the awarded bidder-based agreement as per standard operating procedures.<br>2.7 Procurement contract is signed as per standard operating |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | <p>procedures.</p> <p>2.9 The contract is managed by both parties as per contract agreement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3. Take charge of procured goods | <p>3.1 2.10 Procured supplies are inspected and accepted or rejected based on specifications as per SOPs.</p> <p>3.2 <b>Delivery documents</b> are verified and forwarded for payment as per standard operating procedures.</p> <p>3.3 Goods are received based on delivery documents as per standard operating procedures.</p> <p>3.4 Procured goods are recorded in respective ledgers cards as per standard operating procedures.</p> <p>3.5 Goods are stored based on their respective storage conditions or dispatched to the user departments as per standard operating procedures</p> <p>3.6 Payment is followed up as per the organizations policy.</p> |
| 4. Issue procured goods.         | <p>4.1 Approved requisitions for goods are received and verified as per workplace policy.</p> <p>4.2 Issued goods are systematically recorded as per workplace policy.</p> <p>4.3 Issued goods are signed for as per workplace policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |

## RANGE

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

| Variables                        | Range                                                                                                                        |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Requirements of the organization | <ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• Computers</li> <li>• Furniture</li> <li>• MROs</li> </ul> |
| Procurement plan                 | <ul style="list-style-type: none"> <li>• Departmental plan</li> <li>• procurement consolidated plan</li> </ul>               |

|                      |                                                                                                                                                                             |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Specifications       | <ul style="list-style-type: none"> <li>• quantity</li> <li>• quality</li> <li>• dimensions</li> <li>• service levels</li> <li>• TORs and brand</li> </ul>                   |
| Bids                 | <ul style="list-style-type: none"> <li>• RFQ -Request for quotations</li> <li>• Tender</li> <li>• RFP – request for proposals</li> <li>• Expression of interests</li> </ul> |
| Levels of evaluation | <ul style="list-style-type: none"> <li>• Qualification</li> <li>• Technical</li> <li>• Financial</li> </ul>                                                                 |
| negotiations         | <ul style="list-style-type: none"> <li>• On terms and conditions</li> </ul>                                                                                                 |
| Delivery documents   | <ul style="list-style-type: none"> <li>• Delivery notes</li> <li>• Goods receipt</li> <li>• Invoice</li> <li>• Duplicated LSO or LPO</li> </ul>                             |

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Organizing skills
- Analytical skills
- Negotiation skills
- Interpersonal skills
- Communication skills
- Evaluation skills
- Problem solving
- Critical thinking

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Development of procurement plan



- Evaluation of vendors
- Preparation of contracts
- Standards procurement documents
- Goods inspection
- Receiving of goods
- Taking-charge of goods
- Handling of goods
- Handling delivery documents
- E-Procurement

## 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 | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Established availability of funds.</li> <li>1.2 Established requirements of the organization</li> <li>1.3 Prepared procurement plan</li> <li>1.4 Developed a list prequalification of suppliers</li> <li>1.5 Developed specifications item to be procured</li> <li>1.6 Conducted market price survey</li> <li>1.7 Invited procurement bids</li> <li>1.8 Evaluated procurement bids</li> <li>1.9 Awarded Procurement bids to the most responsive bidder</li> <li>1.10 Developed Procurement contracts</li> <li>1.11 Inspected and accepted/rejected procured supplies</li> <li>1.12 Verified and forwarded delivery documents</li> <li>1.13 Received procured goods appropriately</li> <li>1.14 Recorded Procured goods accurately</li> <li>1.15 Stored procured goods under recommended conditions</li> <li>1.16 Dispatched goods to user departments appropriately</li> <li>1.17 Followed-up vendors payment</li> <li>1.18 Received and verified approved requisitions for goods</li> <li>1.19 Systematically recorded the issuing of goods</li> <li>1.20 Facilitated signing for goods issued</li> </ul> |
| 2. Resource Implications          | <p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>2.1 A functional procurement unit</li> <li>2.2 A functional procurement entity with a warehouse</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                          |                                                                                                                                                 |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|                          |                                                                                                                                                 |
| 3. Methods of Assessment | Competency may be assessed through:<br>3.1 Written tests<br>3.2 Third party reports<br>3.3 Oral questioning<br>3.4 Interview<br>3.5 Observation |
| 4. Context of Assessment | Assessment could be conducted:<br>On-the-job<br>Off-the-job<br>• During industrial attachment                                                   |
|                          | •<br><br>•                                                                                                                                      |

5. Guidance information for assessment      Holistic assessment with related units in the sector



## OVERSEE WAREHOUSING OF PROCURED GOODS

**UNIT CODE: BUS/OS/SC/CR/02/6**

### UNIT DESCRIPTION

This unit specifies the competencies required to store procured goods. It involves receiving, arranging, handling stock taking and control as well as ensuring safety and security of procured goods.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the <b>key outcomes</b> which make up <b>workplace function</b> . | <b>PERFORMANCE CRITERIA</b><br>These are <b>assessable</b> statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Design/ layout a store/warehouse                                                                | 1.1 Warehouse/store is designed based on nature of goods to be handled and available space.<br>1.2 Warehouse/store is laid out based on nature of goods to be handled.                                                                                                                                                                                                                                                            |
| 2. Maintain layout of goods in the store                                                           | 2.1 <i><b>Goods are classified</b></i> based their storage requirements.<br>2.2 Goods are arranged in the store based on their categorization.<br>2.3 Stores cleanliness and tidiness are maintained in accordance workplace policy<br>2.4 Required storage and materials handling equipment is identified and used appropriately                                                                                                 |
| 3. Maintain records of stored goods                                                                | 3.1 Procured goods are recorded in respective stores ledgers as per standards operating procedures.<br>3.2 Registers for the ledgers are prepared as per standards operating procedures.<br>3.3 <i><b>Delivery documents</b></i> are filed as per standards operating procedures.                                                                                                                                                 |
| 4. Maintain quality of stored goods                                                                | 4.1 <i><b>Storage pests</b></i> are controlled based on infestation as per standard operating procedures.<br>4.2 Goods are stored based on their <i><b>storage requirements</b></i><br>4.3 Stored goods are utilized/issued based on weighted average and FIFO and LIFO principles.<br>4.4 Stored goods are secured from adulteration as per workplace policy.<br>4.5 Store is maintained as per <i><b>legal requirements</b></i> |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. Maintain optimum stock levels | <p>5.1 Ordering for goods is done with due consideration to available storage space as per standards operation procedures.</p> <p>5.2 Stock control is done to ensure optimum stock levels are maintained as per workplace policy.</p> <p>5.3 Stock taking is done regularly to ensure records tally with physical stock as per standards operation procedures.</p> <p>5.4 Stock verification is done regularly to establish efficiency stores record management.</p> <p>5.5 Demand forecasting methods are identified</p>                                                                                                                                                                                                                                     |
| 6. Secure stored goods           | <p>6.1 High value goods are stored in locked cages within the stores as per standards operation procedures.</p> <p>6.2 Stores are built of strong walls and reinforced roofs as per standards operation procedures.</p> <p>6.3 Stores are locked up at all times as per workplace policy and standards operation procedures.</p> <p>6.4 Stores are physically watched at all times as per workplace policy and standards operation procedures.</p> <p>6.5 Stores watchmen are vetted as per workplace policy and standards operation procedures.</p> <p>6.6 <b>Security surveillance systems</b> are monitored as per workplace policy.</p> <p>6.7 Risk of theft of stored goods is assessed and mitigation measures put in place as per workplace policy.</p> |

## RANGE

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

| Variables            | Range                                                                                |
|----------------------|--------------------------------------------------------------------------------------|
| Goods are classified | <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul> |

V  
a  
l  
u  
e

P  
e  
r  
i

shability

Activity based classification

Flammability

Strength

|                                |                                                                                                                                                                                                                                                                           |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delivery documents             | May include but not limited to: <ul style="list-style-type: none"> <li>• Copy of contract agreement</li> <li>• Copy of LPO</li> <li>• Copy of invoice</li> <li>• Copy of delivery note</li> <li>• Copy of inspection report</li> <li>• Copy of payment voucher</li> </ul> |
| storage condition requirements | May include but not limited to: <ul style="list-style-type: none"> <li>• Refrigeration</li> <li>• Dry place</li> <li>• Humidity</li> <li>• Ventilation</li> <li>• Darkness</li> <li>• Lightness</li> </ul>                                                                |
| Storage pests                  | <ul style="list-style-type: none"> <li>• Rodents</li> <li>• Insects</li> </ul>                                                                                                                                                                                            |
| storage requirements           | <ul style="list-style-type: none"> <li>• Cold dry place</li> <li>• Dry place</li> <li>• Humid conditions</li> <li>• Moist conditions</li> <li>• Ventilated</li> <li>• Dark</li> <li>• Manufacturers' instructions</li> </ul>                                              |
| Legal requirements             | <ul style="list-style-type: none"> <li>• OSHA</li> <li>• Factories act</li> <li>• Employment act</li> <li>• EMCA 1999</li> <li>• Public health cap 242</li> </ul>                                                                                                         |
| Security surveillance systems  | <ul style="list-style-type: none"> <li>• CCTV</li> <li>• Alarms</li> <li>• Clock in cards</li> </ul>                                                                                                                                                                      |

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Organizing skills
- Analytical skills
- Negotiation skills
- Interpersonal skills
- Communication skills
- Evaluation skills
- Record keeping skills
- Critical thinking
- Risk assessment and management

### **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Receiving goods
- Storage conditions for various goods
- Stores handling methods
- Risk assessment and management
- Control of storage pests
- Stores records management
- Security surveillance systems
- Stock taking
- Stock verification
- Stock utilization
- Stock control
- Stores security
- Stacking methods
- Storage methods

### **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 | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Designed/laid out warehouse/store appropriately</li> <li>1.2 Demonstrated knowledge of warehouse design and layout</li> <li>1.3 Considered good storage requirements in their classification</li> <li>1.4 Arranged stored goods based on their categorization.</li> <li>1.5 Maintained stores cleanliness and tidiness</li> </ul> |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | 1.6 Demonstrated knowledge of storage pests control<br>1.7 Observed FIFO and LIFO principles in the issuance of stored goods<br>1.8 Secured Stored goods from adulteration<br>1.9 Demonstrated knowledge of legal requirements related to warehousing.<br>1.10 Demonstrated understanding of relationship between storage space and stock level<br>1.11 Regularly took stock and updated stock control records.<br>1.12 Stored high value goods under locked cages<br>1.13 Demonstrated understanding of structural design of stores<br>1.14 Demonstrated understanding of the significance of safety and security of warehouses<br>1.15 Demonstrated understanding of risk assessment and mitigation measures |
| 2. Resource Implications | The following resources must be provided:<br>2.3 A functional procurement unit<br>2.4 A functional procurement entity with a warehouse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3. Methods of Assessment | Competency may be assessed through:<br>3.1 Written tests<br>3.2 Third party reports<br>3.3 Oral questioning<br>3.4 Interview<br>3.5 Observation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4. Context of Assessment | Assessment could be conducted:<br>On-the-job<br>Off-the-job <ul style="list-style-type: none"> <li>• During industrial attachment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                          | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

5. Guidance information for assessment      Holistic assessment with related units in the sector



## OVERSEE DISTRIBUTION OF STORED GOODS

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

### UNIT DESCRIPTION

This unit specifies the competencies required to distribute goods to customers. It involves physical movement of goods from warehouses/stores to authorized customers in an efficient manner.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the <b>key outcomes</b> which make up <b>workplace function</b> . | <b>PERFORMANCE CRITERIA</b><br>These are <b>assessable</b> statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Establish goods distribution channels                                                           | 1.1 Prospective customers are identified by location as per workplace policy.<br>1.2 A map of customers based on their location is drawn as per standard operating procedures.<br>1.3 Most efficient distribution routes are established based on principles of cost minimization.                                                                                                                                                                                                                                                                                                                                                                                     |
| 2. Organize goods distribution logistics                                                           | 2.1 Goods to be transported are categorized based on their nature, recommended conditions of transport and safety requirements.<br>2.2 <i><b>Modes of transport</b></i> are identified based on organizations' resources, quantity of goods, values of goods, nature of goods and cost effectiveness as per workplace policy.<br>2.3 Means of transport for various goods are assigned based on suitability and nature of goods to be distributed.<br>2.4 <i><b>Transport fleet</b></i> are assigned different routes within the distribution channel as per workplace policy.<br>2.5 Movement of transport fleet is <i><b>authorized</b></i> as per workplace policy. |
| 3. Track movement of goods                                                                         | 3.1 Transport fleet is fitted with motor <i><b>vehicles tracking system</b></i> as per workplace policy.<br>3.2 Transport fleet tracking systems are monitored regularly as per workplace policy.<br>3.3 Predetermined transport channels are adhered to as per workplace policy.                                                                                                                                                                                                                                                                                                                                                                                      |
| 4. Oversee delivery of goods to                                                                    | 4.1 Distribution staff is supervised as per workplace policy.<br>4.2 Goods are delivered to customers based on clients' terms and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

|           |                                                                                                                                                                              |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| customers | conditions of delivery.<br>4.3 Delivery notes are endorsed by the recipient as per workplace policy.<br>4.4 Endorsed delivery notes are surrendered as per workplace policy. |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## RANGE

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

| Variables                | Range                                                                                                                                                                                                                        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Modes of transport       | <ul style="list-style-type: none"> <li>• Rail</li> <li>• Road</li> <li>• Air</li> <li>• Water</li> <li>• Carts</li> <li>• Pipeline</li> <li>• Inter-modal</li> <li>• Milk runs</li> <li>• 2 and 3 legged vehicles</li> </ul> |
| Transport fleet          | <ul style="list-style-type: none"> <li>• Trucks</li> <li>• Pick-ups</li> <li>• Cargo planes</li> <li>• Tractors</li> </ul>                                                                                                   |
| Authorized               | <ul style="list-style-type: none"> <li>• Work ticket</li> <li>• Authority letter</li> <li>• Detail orders</li> </ul>                                                                                                         |
| Vehicles Tracking System | <ul style="list-style-type: none"> <li>• Radios</li> <li>• Geographical Positioning System</li> <li>• Cellular Tracking</li> <li>• Satellite Tracking Systems</li> <li>• Wireless System</li> </ul>                          |

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Organizing skills
- Analytical skills
- Negotiation skills
- Interpersonal skills
- Communication skills
- Evaluation skills
- Problem solving
- Critical thinking
- Risk management and assessment

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Tracking systems,
- Fleet management
- Distribution channels
- Distribution documents
- Staff supervision
- Types of goods
- Prospecting for customers
- Risk assessment and management

## EVIDENCE GUIDE

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

|                                   |                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:<br>1.1 Identified Prospective customers appropriately<br>1.2 Demonstrated knowledge of customers' location<br>1.3 Established distribution routes efficiently<br>1.4 Categorized Goods to be transported appropriately<br>1.5 Identified modes of transport efficiently<br>1.6 Assigned suitable means of transport for various goods. |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | <p>1.7 Assigned Transport fleet for different routes appropriately.</p> <p>1.8 Authorized movement of transport fleet appropriately.</p> <p>1.9 facilitated fitting of tracking system into transport fleet</p> <p>1.10 Regularly monitored transport fleet tracking systems</p> <p>1.11 Adhered to predetermined transport channels</p> <p>1.12 Supervised distribution staff appropriately</p> <p>1.13 Delivered goods to customers efficiently</p> <p>1.14 Ensured endorsement of delivery notes</p> <p>1.15 Ensured surrender of endorsed delivery notes</p> |
| 2. Resource Implications | <p>The following resources must be provided:</p> <p>2.5 A functional procurement unit</p> <p>2.6 A functional procurement entity with a warehouse</p>                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3. Methods of Assessment | <p>Competency may be assessed through:</p> <p>3.6 Written tests</p> <p>3.7 Third party reports</p> <p>3.8 Oral questioning</p> <p>3.9 Interview</p> <p>3.10 Observation</p>                                                                                                                                                                                                                                                                                                                                                                                      |
| 4. Context of Assessment | <p>Assessment could be conducted:</p> <p>On-the-job</p> <p>Off-the-job</p> <ul style="list-style-type: none"> <li>• During industrial attachment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      |
|                          | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

5. Guidance information for assessment

Holistic assessment with related units in the sector



## MANAGE SUPPLY CHAIN OPERATIONS

**UNIT CODE: BUS/OS/SC/CR/04/6**

### UNIT DESCRIPTION

This unit specifies the competencies required to manage supply chain operations. It involves planning for the procurement department, developing a procurement policy, staffing and supervision of staff.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the <b>key outcomes</b> which make up <b>workplace function</b> . | <b>PERFORMANCE CRITERIA</b><br>These are <b>assessable</b> statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Develop organizations' procurement and asset disposal policy                                    | 1.1 Legal framework on procurement and disposal of assets is interpreted.<br>1.2 An internal procurement and asset disposal policy is developed based on the national policy and organizations requirements.<br>1.3 Internal policy on procurement and disposal of assets is presented to management for approval and adoption.<br>1.4 The approved policy is disseminated to relevant stakeholders as per workplace policy.<br>1.5 The policy is interpreted to stakeholders as per workplace policy.<br>1.6 The policy is implemented as per legal requirements and workplace policy.<br>1.7 Implementation of the policy is monitored, evaluated and reviewed as per workplace policy. |
| 2. Plan and organize supply chain operations                                                       | 2.1 Department operational resources are identified and their availability secured as per workplace policy.<br>2.2 Department organizational structure is developed based on the activities of the department.<br>2.3 Operational resources are allocated based on the activities of the department.<br>2.4 Procurement staff is allocated duties based on their competence and job description.                                                                                                                                                                                                                                                                                          |
| 3. Manage procurement staff                                                                        | 3.1 New procurement staff is inducted based on the workplace policy.<br>3.2 Performance targets are set based on work plan as per workplace policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <p>3.3 Supervision procedures are established as per workplace policy.</p> <p>3.4 Performance of procurement staff is measured based on set targets and the organizations policy.</p> <p>3.5 Procurement staff records are maintained as per workplace policy.</p> <p>3.6 Staff adherence to standard operating procedures is monitored as per workplace policy.</p> <p>3.7 Establish procurement staff capacity building program based on the workplace policy.</p> <p>3.8 Code of ethics/work ethics are adhered to</p> |
| 4. Oversee supply chain operations | <p>4.1 Leadership is provided based on situational needs.</p> <p>4.2 Procurement staff is motivated and reprimanded based on workplace policy.</p> <p>4.3 Procurement processes and procedures are adhered to as per workplace policy.</p> <p>4.4 Procurement documentation is maintained as per workplace policy and legal requirements.</p> <p>4.5 Procurement reports are generated as per workplace policy.</p>                                                                                                       |
| 5. Control supply chain operations | <p>5.1 <b><i>Procurement control mechanisms</i></b> are established as per workplace policy.</p> <p>5.2 Procurement control mechanisms are implemented as per workplace policy.</p> <p>5.3 Procurement control mechanisms are monitored, evaluated and reviewed as per workplace policy.</p> <p>5.4 Supply chain operations are monitored and evaluated as per workplace policy.</p>                                                                                                                                      |

## 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.

| Range                          | Variables                                                                                               |
|--------------------------------|---------------------------------------------------------------------------------------------------------|
| Procurement control mechanisms | <ul style="list-style-type: none"> <li>• resource utilization</li> <li>• movement, approvals</li> </ul> |

## 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:

- Administrative skills
- Communication skills
- Interpersonal skills
- Negotiation skills
- Analytical skills
- Risk assessment skills
- Evaluation skills

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Principles of administration and management
- Purchasing of goods and services
- Storage of goods
- Vendor contracting
- Stock control
- Disposal of assets
- Distribution of goods
- Procurement programming
- Standard operating procedures
- Public Procurement and Asset Disposal Act, 2015 and regulations (2006)
- 

## 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:<br><br>1.1 Demonstrated knowledge of the Legal framework on procurement and disposal of assets.<br>1.2 Developed an internal procurement and asset disposal policy Ensured approval and adoption of Internal policy on procurement and disposal of assets. |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | <p>1.3 Disseminated and interpreted the approved policy to relevant stakeholders</p> <p>1.4 Implemented the policy appropriately.</p> <p>1.5 Monitored, evaluated and reviewed the implementation of the policy.</p> <p>1.6 Identified and secured availability of department's operational resources.</p> <p>1.7 Developed department organizational structure</p> <p>1.8 Allocated Operational resources appropriately.</p> <p>1.9 Allocated duties to Procurement staff appropriately.</p> <p>1.10 Inducted new procurement staff.</p> <p>1.11 Set performance targets</p> <p>1.12 Established Supervision procedures.</p> <p>1.13 Demonstrated knowledge of staff performance measurement.</p> <p>1.14 Maintained procurement staff records appropriately.</p> <p>1.15 Monitored Staff adherence to standard operating procedures Established and implemented procurement staff capacity building program</p> <p>1.16 Demonstrated understanding of leadership concepts.</p> <p>1.17 Demonstrated understanding of staff motivation and sanctions Adhered to procurement processes and procedures</p> <p>1.18 Maintained procurement documentation</p> <p>1.19 Demonstrated understanding of the procurement policy and procedures</p> <p>1.20 Prepared and documented procurement reports.</p> <p>1.21 Established, implemented, monitored, evaluated and reviewed procurement control mechanisms.</p> <p>1.22 Demonstrated understanding of control mechanisms in procurement.</p> <p>1.23 Demonstrated understanding of supply chain operations</p> <p>1.24 Monitored and evaluated supply chain operations</p> |
| 2. Resource Implications | <p>The following resources must be provided:</p> <p>2.1 A functional procurement unit</p> <p>2.2 A functional procurement entity with a warehouse</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3. Methods of            | Competency may be assessed through:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                          |                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Assessment               | 3.1 Written tests<br>3.2 Third party reports<br>3.3 Oral questioning<br>3.4 Interview<br>3.5 Observation                                     |
| 4. Context of Assessment | Assessment could be conducted:<br>On-the-job<br>Off-the-job <ul style="list-style-type: none"> <li>• During industrial attachment</li> </ul> |
|                          | <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>                                                                               |

5. Guidance  
information for  
assessment

Holistic assessment with related units in the sector



## MANAGE PROCUREMENT CONTRACTS

**UNIT CODE: BUS/OS/SC/CR/05/6**

### UNIT DESCRIPTION

This unit specifies the competencies required to manage procurement contracts. It involves establishing and maintaining a good relationship between vendors and the procuring entity and results in timely execution of procurement contracts.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the <b>key outcomes</b> which make up <b>workplace function</b> . | <b>PERFORMANCE CRITERIA</b><br>These are <b>assessable</b> statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Monitor progress of procurement contracts                                                       | 1.1 <i><b>Tools for monitoring progress</b></i> of contract are developed based on parameters to be measured.<br>1.2 Contract progress monitoring schedule is developed as per workplace policy.<br>1.3 Contract progress monitoring is conducted in accordance with the monitoring schedule.<br>1.4 Contract progress monitoring report is prepared as per workplace policy.<br>1.5 Action is taken based on the contract progress report and workplace policy.                                                                                                                                                                                                 |
| 2. Manage vendor relationships                                                                     | 2.1 Clear specifications are prepared in accordance with needs of user as per workplace policy.<br>2.2 Vendors evaluation is done fairly and objectively as per <i><b>legal requirements</b></i> (documents and supplier visits)<br>2.3 Contracts are awarded fairly and objectively as per legal requirements and standards operating procedures.<br>2.4 <i><b>Incentives</b></i> are given to vendors as per workplace policy.<br>2.5 Flexibility is exercised based on the case at hand.<br>2.6 Vendors are paid in accordance with the contract and workplace policy.<br>2.7 Vendors are appraised as per SOPs<br>2.8 Buyer-Supplier relationship is managed |
| 3. Evaluate vendor contract                                                                        | 3.1 Vendor contract progress evaluation tools are developed based on parameters to be measured.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| performance | <p>3.2 Vendor contract progress evaluation committee is appointed as per workplace policy.</p> <p>3.3 Notice for vendor contract progress evaluation committee meeting is prepared and circulated as per workplace policy.</p> <p>3.4 Vendor contract progress evaluation is conducted as per workplace policy.</p> <p>3.5 Vendor contract progress report is prepared as per workplace policy.</p> <p>3.6 None performing vendor contracts are terminated as per legal requirements as per standard operating procedures.</p> |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### **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.

| <b>Range</b>                  | <b>Variables</b>                                                                                                         |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Tools for monitoring progress | <ul style="list-style-type: none"> <li>• Data Collection Tools</li> </ul>                                                |
| legal requirements            | <ul style="list-style-type: none"> <li>• Contract</li> <li>• Procurement laws</li> <li>• Terms and conditions</li> </ul> |
| Incentives                    | <ul style="list-style-type: none"> <li>• Extended contracts</li> <li>• Timely payment</li> </ul>                         |

### **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:

- Contract performance measurement skills
- Communication skills
- Interpersonal skills
- Negotiation skills
- Analytical skills
- Risk assessment skills
- Evaluation skills

#### **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Risk management
- Program monitoring
- Transition management
- Performance management
- Performance measurement
- Contract termination
- Vendor relationships
- Contract evaluation

## 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: <ul style="list-style-type: none"><li>1.1 Demonstrated ability to develop tools and schedule for monitoring contract progress.</li><li>1.2 Monitored progress of contracts and prepared progress report.</li><li>1.3 Took appropriate action-based progress report</li><li>1.4 Prepared clear specifications for procurement of goods, works and services.</li><li>1.5 Conducted vendors and bids evaluation and awarded contracts fairly, objectively and legally.</li><li>1.6 Demonstrated understanding of incentives used to enhance buyer supplier relationships.</li><li>1.7 Initiated prompt payment of vendors</li><li>1.8 Initiated the appointment of vendor evaluation committee, facilitated its activities and prepared a report.</li><li>1.9 Terminated none performing vendor contracts</li></ul> |
| 2. Resource Implications          | The following resources must be provided: <ul style="list-style-type: none"><li>2.1 A functional procurement unit</li><li>2.2 A functional procurement entity with a warehouse</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3. Methods of Assessment          | Competency may be assessed through: <ul style="list-style-type: none"><li>3.1 Written tests</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



|                          |                                                                                                                                                 |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | 3.2 Third party reports<br>3.3 Oral questioning<br>3.4 Interview<br>3.5 Observation                                                             |
| 4. Context of Assessment | Assessment could be conducted:<br>On-the-job<br>Off-the-job<br><ul style="list-style-type: none"> <li>• During industrial attachment</li> </ul> |
|                          | <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>                                                                                  |

5. Guidance information for assessment
- Holistic assessment with related units in the sector



## DISPOSE ORGANIZATIONAL ASSETS

**UNIT CODE: BUS/OS/SC/CR/06/6**

### UNIT DESCRIPTION

This unit specifies the competencies required to dispose organization's assets. It involves Identifying assets for disposal, classifying assets for disposal, executing disposal orders and preparing disposal certificate.

This applies in the Supply chain management sector.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the <b>key outcomes</b> which make up <b>workplace function</b> . | <b>PERFORMANCE CRITERIA</b><br>These are <b>assessable</b> statements which specify the required level of performance for each of the elements.<br><br><i><b>Bold and italicized terms are elaborated in the Range</b></i>                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Prepare list of assets for disposal                                                             | 1 Notification of unserviceable, obsolescent, Obsolete or surplus assets is received from user departments.<br>2 List of unserviceable, obsolescent, Obsolete or surplus assets is verified based on organization's needs and technological dynamics as per workplace policy.<br>3 A disposal committee is appointed as per legal requirement.<br>4 Assets to be disposed are assessed as per standard operating procedures based on legal requirements.<br>5 An assessment report is prepared as per workplace policy. |
| 2. Classify assets for disposal                                                                    | 2.1 Serviceable/surplus assets are identified and categorized as per the SOP<br>2.2 Unserviceable assets are identified and categorized as per the SOP<br>2.3 Obsolete and obsolescent assets are identified and categorized as per the SOP<br>2.4 A classification report and recommendation for suitable methods of assets disposal is prepared as per workplace policy and legal requirements.                                                                                                                       |
| 3. Execute disposal orders                                                                         | 3.1 <b>Authority to dispose</b> is sought as per the legal requirements.<br>3.2 Schedules for asset disposal is prepared and disseminated to relevant stakeholders as per workplace policy guided by SOPs.<br>3.3 The actual <b>disposal</b> is executed as per SOP and legal requirements.                                                                                                                                                                                                                             |

|                                 |                                                                                                                                                                                                                                                     |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. Prepare disposal certificate | 4.1 Disposal orders are documented as per legal requirements and SOP<br>4.2 Disposal documents are <b>ratified</b> as per the legal requirements<br>4.3 Disposal documents are filed and maintained as per workplace policy and legal requirements. |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## RANGE

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

| Range                | Variables                                                                                                                                                                                                         |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authority to dispose | <ul style="list-style-type: none"> <li>• Organization Management</li> <li>• NEMA regulations</li> <li>• Public Health</li> </ul>                                                                                  |
| Disposal             | <ul style="list-style-type: none"> <li>• Sale by tender</li> <li>• Donations</li> <li>• Waste Disposal Management</li> <li>• Sale by auction</li> <li>• Trade-in</li> <li>• Transfer to other entities</li> </ul> |
| Ratified             | <ul style="list-style-type: none"> <li>• Simple representation</li> <li>• Endorsements</li> </ul>                                                                                                                 |

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Organizing skills
- Analytical skills
- Negotiation skills
- Interpersonal skills
- Communication skills
- Evaluation skills
- Problem solving
- Critical thinking

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Methods of asset disposal
- Legal framework of asset disposal and related laws
- Waste management and disposal
- Disposal documents and documentation
- Health and safety in asset disposal

## 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:<br>1.1 Demonstrated understanding of asset disposal legal framework.<br>1.2 Verified list of unserviceable, obsolescent, obsolete or surplus assets<br>1.3 Facilitated the appointment of an asset disposal committee<br>1.4 Assessed and categorized assets to be disposed and prepared a report with recommendations.<br>1.5 Sought authority to dispose.<br>1.6 Demonstrated knowledge of stakeholders and their roles in asset disposal.<br>1.7 Prepared and disseminated Schedules for asset disposal to relevant stakeholders.<br>1.8 Demonstrated knowledge of asset disposal methods.<br>1.9 Documented and maintained asset disposal documents |
| 2. Resource Implications          | The following resources must be provided:<br>2.1 A functional procurement unit<br>2.2 A functional procurement entity with a warehouse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3. Methods of Assessment          | Competency may be assessed through:<br>3.1 Written tests<br>3.2 Third party reports<br>3.3 Oral questioning<br>3.4 Interview<br>3.5 Observation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4. Context of Assessment          | Assessment could be conducted:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

|                                        |                                                                                                                               |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|                                        | <ul style="list-style-type: none"> <li>• On-the-job</li> <li>• Off-the-job</li> <li>• During industrial attachment</li> </ul> |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector                                                                          |