



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

SOCIAL WORKER

LEVEL 6



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

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FOREWORD

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

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted to the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 4 of 2016). A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, 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 were developed for the purpose of developing a competency-based curriculum for Social worker Level 6. These Occupational Standards will also be the basis for assessment of an individual for competence certification.

It is my conviction that these Occupational Standards will play a great role towards development of competent human resource for the Social work sector's growth and sustainable development.

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

PREFACE

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Social work and community development SSAC Sector Skills Advisory Committee (SSAC) have developed these Occupational Standards for a Social worker. These standards will be the bases for development of a competency-based curriculum for Social Work Level 6. These Standards will also be the bases for assessment of an individual for competence certification.

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

I am grateful to the Council Members, Council Secretariat, Social work and community development SSAC, expert workers and all those who participated in the development of these occupational standards.

Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. Eng. Tech.

CHAIRMAN, TVET CDACC

ACKNOWLEDGMENT

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

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

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

**CHAIRMAN SOCIAL WORK AND COMMUNITY DEVELOPMENT
SECTOR SKILLS ADVISORY COMMITTEE**

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ACRONYMS

TVET: Technical and Vocational Education and Training

CDACC: Curriculum Development, Assessment and Certification Council

CBET: Competency-Based Education and Training

SSAC: Sector Skill Advisory Committee

CAD: Computer Aided Design

PPEs: Personal Protective Equipment

ICT: Information Communication Technology

SOPs: Standard Operating Procedures

HIV: human immunodeficiency virus

AIDS: Acquired immunodeficiency syndrome

OSH: Occupational Safety and Healthy

SDGs: Sustainable Development Goals

ICP: Individual Care Plans

KEY TO UNIT CODE

BUS/OS/SW/BC/01/6/ A

Industry or sector	_____	_____	_____	_____	_____	_____
Occupational Standards	_____	_____	_____	_____	_____	_____
Occupational area	_____	_____	_____	_____	_____	_____
Type of competency	_____	_____	_____	_____	_____	_____
Competency number	_____	_____	_____	_____	_____	_____
Competency level	_____	_____	_____	_____	_____	_____
Version control	_____	_____	_____	_____	_____	_____

COURSE OVERVIEW

Social work and community development Level 6 qualification consists of competencies that a person must achieve to enable him/her to be certified as a Social Worker

A Social Worker is a person who can demonstrate underpinning knowledge and competence in supporting or enabling the use of social work knowledge, equipment and applications, selecting appropriate social work resources, techniques, configurations, procedures and methods, Installing, operating, and maintaining social work activities.

Social Work certificate level 6 comprises the units of competency which include the following basic, common and core competencies:

BASIC UNITS OF COMPETENCY

Unit Code	Unit Title
BUS/OS/SW/BC/01/6	Demonstrate communication skills
BUS/OS/SW/BC/02/6	Demonstrate numeracy skills
BUS/OS/SW/BC/03/6	Demonstrate digital literacy
BUS/OS/SW/BC/04/6	Demonstrate entrepreneurial skills
BUS/OS/SW/BC/05/6	Demonstrate employability skills
BUS/OS/SW/BC/06/6	Demonstrate environmental literacy
BUS/OS/SW/BC/07/6	Demonstrate occupational safety and health practices

COMMON UNITS OF COMPETENCY

Unit Code	Unit Title
BUS/OS/SW/CC/01/6	Conduct social research works
BUS/OS/SW/CC/02/6	Conduct social policy formulation and public administration
BUS/OS/SW/CC/03/6	Perform psycho social support
BUS/OS/SW/CC/04/6	Carry out resource mobilization and fundraising

CORE UNITS OF COMPETENCY

Unit Code	Unit Title
BUS/OS/SW/CR/01/6	Manage community resources
BUS/OS/SW/CR/02/6	Conduct community empowerment
BUS/OS/SW/CR/03/6	Coordinate community project
BUS/OS/SW/CR/04/6	Conduct community awareness training and sensitization
BUS/OS/SW/CR/05/6	Carry out advocacy and lobbying activities
BUS/OS/SW/CR/06/6	Carry out crisis and disaster management
BUS/OS/SW/CR/07/6	Coordinate conflict resolution and management
BUS/OS/SW/CR/08/6	Perform home based care and support
BUS/OS/SW/CR/09/6	Coordinate rehabilitation programmes
BUS/OS/SW/CR/10/6	Carry out child welfare programmes
BUS/OS/SW/CR/11/6	Conduct case management
BUS/OS/SW/CR/12/6	Manage community-based groups

BASIC UNITS OF COMPETENCY

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: BUS/OS/SW/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 interviews, facilitating group discussion and representing the organization in various forums.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Meet communication needs of clients and colleagues.	1.1 Specific communication needs of clients and colleagues are identified and met. 1.2 Different approaches are used to meet communication needs of clients and colleagues. 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. 2.2 Special communication needs are considered in developing strategies to avoid discrimination in the workplace. 2.3 Communication strategies are analysed, 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. 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.

ELEMENT These describe the key outcomes which make the workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	4.2 Effective communication techniques are articulated and modelled to the workforce. 4.3 Personnel are given guidance about adapting communication strategies to suit a range of contexts.
5. Conduct interview.	5.1 A range of appropriate communication strategies are employed in <i>interview situations</i> . 5.2 Records of interviews are made and maintained in accordance with organizational procedures. 5.3 Effective questioning, listening and nonverbal communication techniques are used to ensure that the required message is communicated.
6. Facilitate group discussion.	6.1 Mechanisms which enhance <i>effective group interaction</i> is defined and implemented. 6.2 Strategies which encourage all group members to participate are used routinely. 6.3 Objectives and agenda for meetings and discussions are routinely set and followed. 6.4 Relevant information is provided to the group to facilitate outcomes. 6.5 Evaluation of group communication strategies is undertaken to promote participation of all parties. 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. 7.2 Presentation is clear and sequential and delivered within a predetermined time. 7.3 Appropriate media is utilized to enhance presentation. 7.4 Differences in views are respected. 7.5 Written communication is consistent with organizational standards. 7.6 Inquiries are responded to in a manner consistent with organizational standards.

RANGE

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

Variable	Range
1. Communication strategies include but not limited to:	1.1 Language switch. 1.2 Comprehension check. 1.3 Repetition. 1.4 Asking for confirmation. 1.5 Paraphrase. 1.6 Clarification request. 1.7 Translation. 1.8 Restructuring. 1.9 Approximation. 1.10 Generalization.
2. Effective group interaction includes but is not limited to:	2.1 Identifying and evaluating what is occurring within an interaction in a non-judgmental way. 2.2 Using active listening. 2.3 Making a decision about appropriate words, behaviour. 2.4 Putting together a response which is culturally appropriate. 2.5 Expressing an individual perspective. 2.6 Expressing own philosophy, ideology and background and exploring its impact with relevance to communication.
3. Situations include but not limited to:	3.1 Establishing rapport. 3.2 Eliciting facts and information. 3.3 Facilitating resolution of issues. 3.4 Developing action plans. 3.5 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: 1.1 Developed communication strategies to meet the organization requirements and applied in the workplace 1.2 Established and maintained communication pathways for effective communication in the workplace 1.3 Used communication strategies involving exchanges of complex oral information
2 Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or tasks
3 Methods of Assessment	Competency in this unit may be assessed through: 3.3 Direct Observation 3.4 Demonstration with Oral Questioning 3.5 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/SW/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

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Apply a wide range of mathematical calculations for work	1.1 Mathematical information embedded in a range of workplace tasks and texts is extracted 1.2 Mathematical information is interpreted and comprehended 1.3 A range of mathematical and problem-solving processes are select and used 1.4 Different forms of fractions, decimals and percentages are flexibly used 1.5 Calculation performed with positive and negative numbers 1.6 Numbers are expressed as powers and roots and are used in calculations 1.7 Calculations done using routine formulas 1.8 Estimation and assessment processes are used to check outcome 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 2.2 Mathematical information related to ratios, rate and proportions is analyzed

	2.3 Problem solving processes are used to undertake the task 2.4 Equivalent ratios and rates are simplified 2.5 Quantities are calculated using ratios, rates and proportions 2.6 Graphs, charts or tables are constructed to represent ratios, rates and proportions 2.6 The outcomes reviewed and checked 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 3.2 Appropriate workplace measuring equipment are identified and selected 3.3 Accurate measurements are estimate and made 3.4 The area of 2D shapes including compound shapes are calculated 3.5 The volume of 3D shapes is calculated using relevant formulas 3.6 Sides of right angled triangles are calculated using Pythagoras' theorem 3.7 conversions are performed between units of measurement 3.8 Problem solving processes are used to undertake the task 3.9 The measurement outcomes are reviewed and checked 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 4.2 Key features of maps are identified 4.3 Scales are identified and interpreted 4.4 Scales are applied to calculate actual distances 4.5 Positions or locations are determined using directional information 4.6 Routes are planned by determining directions and calculating distances, speeds and times 4.7 Information is gathered and identified, and relevant factors related to planning a route checked 4.8 Relevant equipment is select and checked for accuracy and operational effectiveness

	4.9 Task is planned and recorded using specialized mathematical language and symbols appropriate for the task
5. Use geometry to draw 2D shapes and construct 3D shapes for work	5.1 A range of 2D shapes and 3D shapes and their uses in work contexts is identified 5.2 Features of 2D and 3D shapes are named and described 5.3 Types of angles in 2D and 3D shapes are identified 5.4 Angles are drawn, estimated and measured using geometric instruments 5.5 Angle properties of 2D shapes are named and identified 5.6 Angle properties are used to evaluate unknown angles in shapes 5.7 Properties of perpendicular and parallel lines are applied to shapes 5.8 Understanding and use of symmetry is demonstrated 5.9 Understanding and use of similarity is demonstrated 5.10 The workplace tasks and mathematical processes required are identified 5.11 2D shapes is drawn for work 5.12 3D shapes is constructed for work 5.13 The outcomes are reviewed and checked 5.14 Specialized mathematical language and symbols appropriate for the task are used
6. Collect, organize, and interpret statistical data for work	6.1 Workplace issue requiring investigation are identified 6.2 Audience / population / sample unit is determined 6.3 Data to be collected is identified 6.4 Data collection method is selected 6.5 Appropriate statistical data is collected and organized 6.6 Data is illustrated in appropriate formats 6.7 The effectiveness of different types of graphs are compared 6.8 The summary statistics for collected data is calculated 6.9 The results / findings are interpreted 6.10 Data is checked to ensure that it meets the

	expected results and content 6.11 Information from the results including tables, graphs and summary statistics is extracted and interpreted 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 7.2 Simple algebraic expressions and equations are developed 7.3 Operate on algebraic expressions 7.4 Algebraic expressions are simplified 7.5 Substitution into simple routine equations is done 7.6 Routine formulas used for work tasks are identified and comprehended 7.7 Routine formulas are evaluated by substitution 7.8 Routine formulas transposed 7.9 Appropriate formulas are identified and used for work related tasks 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 8.2 The order of operations and function keys necessary to solve mathematical calculation are determined 8.3 Function keys on a scientific calculator are identified and used 8.4 Estimations are referred to check reasonableness of problem solving process 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.

Variable	Range
1. Geometry	May include but not limited to:

	2.1 Scale drawing
	2.2 Triangles
	2.3 Simple solid
	2.4 Round
	2.5 Square
	2.6 Rectangular
	2.7 Triangle
	2.8 Sphere
	2.9 Cylinder
	2.10 Cube
	2.11 Polygons
	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/SW/BC/03/6

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

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

ELEMENT These describe the key outcomes which make up workplace functions.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	3.2 Word processing utilities are applied in accordance with workplace procedures. 3.3 Worksheet layout is prepared in accordance with work procedures. 3.4 Worksheets are built and data manipulated in the worksheets in accordance with workplace procedures. 3.5 Continuous data manipulated on worksheet is undertaken in accordance with work requirements 3.6 Database design and manipulation is undertaken in accordance with office procedures. 3.7 Data sorting, indexing, storage, retrieval and security is provided in accordance with workplace procedures.
4. Apply internet and email in communication at workplace.	4.1 Electronic mail addresses are opened and applied in workplace communication in accordance with office policy. 4.2 Office internet functions are defined and executed in accordance with office procedures. 4.3 Network configuration is determined in accordance with office operations procedures. 4.4 Official World Wide Web is installed and managed according to workplace procedures.
5. Apply Desktop publishing in official assignments.	5.1 Desktop publishing functions and tools are identified in accordance with manufactures specifications. 5.2 Desktop publishing tools are developed in accordance with work requirements. 5.3 Desktop publishing tools are applied in accordance with workplace requirements. 5.4 Typeset work is enhanced in accordance with workplace standards.

ELEMENT These describe the key outcomes which make up workplace functions.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
6. Prepare presentation packages.	6.1 Types of presentation packages are identified in accordance with office requirements. 6.2 Slides are created and formulated in accordance with workplace procedures. 6.3 Slides are edited and run in accordance with work procedures. 6.4 Slides and hand outs are printed according to work requirements.

RANGE

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

Variable	Range
<i>Appropriate computer software</i> may include but not limited to:	A collection of instructions or computer tools that enable the user to interact with a computer, its hardware, or perform tasks.
<i>Appropriate computer hardware</i> may include but not limited to:	Collection of physical parts of a computer system such as; • Computer case, monitor, keyboard, and mouse • All the parts inside the computer case, such as the hard disk drive, motherboard and video card.
<i>Data security and privacy</i> may include but not limited to:	• Confidentiality of data. • Cloud computing. • Integrity-but-curious data surfing.
<i>Security and control measures</i> may include but not limited to:	• Counter measures against cyber terrorism. • Risk reduction. • Cyber threat issues. • Risk management. • Pass-wording.
<i>Security threats</i> may	• Cyber terrorism.

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

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Analytical skills.
- Interpretation.
- Typing.
- Communication.
- Computing applying arithmetic operations.
- Basic ICT skills.

Required Knowledge

The individual needs to demonstrate knowledge of:

- Functions of computer software and hardware.
- Data security and privacy.
- Computer security threats and control measures.
- Technology underlying cyber-attacks and networks.
- Cyber terrorism and computer crimes.
- Detection and protection of computer crimes.
- Laws governing protection of ICT.
- Functions and concepts of word processing.
 - Documents and tables creation and manipulations.
 - Mail merging.
 - Word processing utilities.
- Spread sheets;
 - Meaning, formulae, function and charts, uses and layout.
 - Data formulation, manipulation and application to cells.

- Database;
- ✓ Database design, data manipulation, sorting, indexing, storage retrieval and security
- Desktop publishing;
- ✓ Designing and developing desktop publishing tools.
- ✓ Manipulation of desktop publishing tools.
- ✓ Enhancement of typeset work and printing documents.
- Presentation Packages;
- Types of presentation packages.
- Creating, formulating, running, editing, printing and presenting slides and handouts.
- Networking and Internet;
- Computer networking and internet.
- Electronic mail and World Wide Web.
- Emerging trends and issues in ICT;
- Identify and integrate emerging trends and issues in ICT.
- Challenges posed by emerging trends and issues.

EVIDENCE GUIDE

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

1. Critical Aspects of Competency.	Assessment requires evidence that the candidate: 1.1 Identified and controlled security threats. 1.2 Detected and protected computer crimes. 1.3 Applied word processing in office tasks. 1.4 Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures. 1.5 Opened electronic mail for office communication as per workplace procedure. 1.6 Installed internet and World Wide Web for office tasks in accordance with office procedures. 1.7 Integrated emerging issues in computer ICT applications. 1.8 Applied laws governing protection of ICT.
2. Resource Implications.	2.1 Tablets. 2.2 Laptops. 2.3 Desktop PCs. 2.4 Desktop computer. 2.5 Calculator. 2.6 Internet. 2.7 Smart phone. 2.8 Operations Manuals.

3. Methods of Assessment.	Competency may be assessed through: 3.1 Written Test. 3.2 Demonstration. 3.3 Practical assignment. 3.4 Interview/Oral Questioning. 3.5 Demonstration.
4. Context of Assessment.	Competency may be assessed in an office 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/SW/BC/04/6

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Develop business Innovative strategies.	1.1 Business innovation strategies are determined in accordance with the organization strategies. 1.2 Business innovation strategies are implemented for the purpose of business growth. 1.3 Track record and normative capability profile of enterprise and similar businesses are reviewed and considered in setting strategic directions. 1.4 Strengths, weaknesses, opportunities and threats are considered when developing new ideas, approaches, goals and directions. 1.5 Decisions about enterprise strategies/directions are made after careful consideration of all relevant information. 1.6 <i>Business/corporate plan</i> is developed that sets out tactics, resource implications, timeframes, production and sales target.
2. Develop new products/ markets.	2.1 Alternative product/service offerings are canvassed and studied for feasibility. 2.2 Potential and new sources/sellers of supplies and raw materials are identified and canvassed. 2.3 Target markets and buyers are identified and surveyed as to their preferences and brand loyalties.
3. Expand customers and product lines	3.1 Enterprise is built up and sustained through responsiveness to market demands and the regulatory environment. 3.2 Competitive advantage of existing products and services is maintained/ enhanced through responsive advocacies and strategies. 3.3 Constant listening to stakeholder/client feedback is

ELEMENT	PERFORMANCE CRITERIA
	ensured to maintain loyal client base.
4. Motivate staff/workers.	4.1 Regular dialogue is established and maintained in all levels and relevant sections of the enterprise. 4.2 Flow of communications in both directions is encouraged. 4.3 Helpful mechanisms and benefits are implemented. 4.4 Issues/problems are proactively resolved through win-win solutions wherever practicable.
5. Expand employed capital base.	5.1 Capital employed in business is continuously reviewed as per the strategic plan. 5.2 Business share holdings are reviewed in accordance with the type of business. 5.3 Capital employed is expanded according to organization procedures. 5.4 Types of shares are determined according to strategic plan. 5.5 Shares diversification process is undertaken as per office procedures. 5.6 Role of shareholders is determined and implemented in accordance organization procedures.
6. Undertake county/regional business expansion.	6.1 Regions for expansion are continuously reviewed in accordance with strategic plan and company's expansion plan. 6.2 County business regulations are reviewed and adhered to in accordance with set procedures. 6.3 Regional laws and regulations are adhered to in accordance with set procedures. 6.4 County/regional business expansion is undertaken in accordance with organization's growth/ expansion plan.

RANGE

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

Variable	Range
1. Strategic directions include but not limited to:	1.1 Business continuity and succession 1.2 Resource access security. 1.3 Core competencies development. 1.4 New developments e.g. technological change, new products.
2. Business/Corporate plan include but not limited to:	2.1 Action steps and responsibilities of departments and individual workers. 2.2 Resource requirements and budget. 2.3 Tactics and strategies to achieve objectives.
3. Helpful mechanisms include but not limited to:	3.1 Wage and non-wage benefits. 3.2 Employee awards and recognition systems. 3.3 Employee rights and welfare policies. 3.4 Full-disclosure/transparency policies.

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Assessing a range of alternative products and strategies.
- Critically analyzing information, summarizing and making sense of previous and current market trends.
- Identifying changing consumer preferences and demographics.
- Ensuring quality consistency.
- Reducing lead time to product/service delivery.
- Managing operations/ production.
- Using formal problem-solving procedures, e. g., root-cause analysis, six sigma.
- Communication skills.
- Applying motivational principles, e. g., positive stroking, and behavior modification.
- Assessing a 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.

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 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: 1.1 Demonstrated ability to maintain a profitable and stable enterprise as shown by stakeholder feedback, employee testimonies and company financial statements 1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3 Demonstrated ability to manage/operate a micro/small-scale business 1.4 Demonstrated basic marketing skills
2. Resource Implications.	The following resources should be provided: 2.1 Interview guide for entrepreneurs. 2.2 Enterprise workers and third parties.

	2.3 Materials and location relevant to the proposed activity and tasks.
3. Methods of Assessment.	3.1 Case problems. 3.2 Interview. 3.3 Portfolio. 3.4 Third party reports.
4. Context of Assessment.	4.1 Competency may be assessed in workplace or in a simulated workplace setting. 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group.
5. Guidance information for assessment.	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE EMPLOYABILITY SKILLS

UNIT CODE: BUS/OS/SW/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

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Develop self-awareness and 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. 1.2 Emotions are managed as per workplace requirements. 1.3 Thoughts, feelings and beliefs are expressed in direct, honest and appropriate ways. 1.4 Feelings are shared with others according to personal issues for healthy relations. 1.5 Individual performance is evaluated and monitored according to the agreed targets. 1.6 Assertiveness is developed and maintained based on the requirements of the job. 1.7 Own ideas and visions that generates excitement, enthusiasm and commitment are articulated. 1.8 Accountability and responsibility for own actions are demonstrated. 1.9 Self-esteem and a positive self-image are developed and maintained.

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
2. Demonstrate critical safe work habits for employees in the workplace.	2.1 Stress is managed at the workplace in accordance with workplace procedures. 2.2 Punctuality and time consciousness is demonstrated in line workplace policy. 2.3 Personal objectives are integrated with organization goals in accordance with organization's strategic plan. 2.4 Resources are effectively utilized in accordance with workplace policy. 2.5 Work priorities are set and met in according to workplace procedures. 2.6 Leisure time is recognized and used productively in line with organization policy. 2.7 Abstinence from drug and substance abuse is demonstrated as per workplace policy. 2.8 Awareness of HIV and AIDS is demonstrated in line with workplace requirements. 2.9 Safety consciousness is demonstrated in the workplace based on organization safety policy. 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. 3.2 Team parameters and relationships are identified according to set rules and regulations. 3.3 Individual responsibilities are identified in accordance with work procedures. 3.4 Effective and appropriate forms of communication in a team are established according to office policy. 3.5 Business communication is carried out as per workplace place policy and

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	requirements of the job. 3.6 Team activities are complemented in accordance with office procedures. 3.7 Team building activities are planned for in line with organization policy. 3.8 Conflicts are resolved between team members in line with organization rules and regulations. 3.9 <i>Gender mainstreaming</i> is undertaken in accordance with set regulations. 3.10 Human rights are adhered to in accordance with existing protocol. 3.11 Healthy relationships are developed and maintained for harmonious co-existence in line with workplace.
4. Plan and organize work.	4.1. Work schedules are developed for accomplishing given tasks within the set time lines and based on workplace policy. 4.2 Time is managed achieve workplace set goals and objectives. 4.3 Clear project goals and deliverables are established according to company set policies and regulations. 4.4 Resources are mobilized, allocated and utilized to meet project goals and deliverables. 4.5 Work activities are monitored and evaluated in line with organization procedures. 4.6 Situations that require decision making are identified within the work place and decision made in accordance with workplace policy. 4.7 Steps required in making effective decisions are applied within the workplace. 4.8 Problems arising in the course of working

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	are identified and solved or reported according the workplace policies and procedures. 4.9 Values required in problem solving process are demonstrated at the work place. 4.10 Situations within the workplace that require negotiation identified and negotiations done to create win-win situations. 4.11 Negotiation techniques are developed and applied at workplace to meet clientele's satisfaction and organizations' objectives.
5. Maintain professional growth and development in the workplace.	5.1 Personal training needs are assessed and identified in line with the requirements of the job. 5.2 <i>Training and career opportunities</i> are identified and availed based on job requirements. 5.3 Resources for training are mobilized and allocated based organizations skills needs. 5.4 Licensees and certifications relevant to job and career are obtained and renewed. 5.5 Personal growth is pursued towards improving the qualifications set for the profession. 5.6 Work priorities and commitments are managed based on requirement of the job and workplace policy. 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. 6.2 Willingness to learn in different context is demonstrated based on available learning opportunities arising in the workplace.

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	6.3 Learning opportunities are sought and allocated based on job requirement and in line with organization policy. 6.4 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job. 6.5 Application of a range of basic IT skills is demonstrated based on requirements of the job. 6.6 Awareness of Occupational Health and Safety procedures are demonstrated in use of technology in the workplace. 6.7 Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy. 6.8 New systems are developed and maintained in accordance with the requirements of the job. 6.9 Opportunities that are not obvious are identified and exploited in line with organization objectives. 6.10 Opportunities for performance improvement are identified proactively in area of work. 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.

Range	Variable
<i>Drug and substance abuse</i> includes but not limited to:	Commonly abused • Alcohol. • Tobacco. • Miraa.

Range	Variable
	• Over-the-counter drugs. • Cocaine. • Bhang. • Glue.
Feedback includes but not limited to:	• Verbal. • Written. • Informal. • Formal.
Clients includes but not limited to:	• New clients. • Existing clients. • Internal clients. • External clients.
Relationships includes but not limited to:	• Man/Woman. • Trainer/trainee. • Employee/employer. • Client/service provider. • Husband/wife. • Boy/girl. • Parent/child. • Sibling relationships.
Communication methods include but not limited to:	• Written. • Talk/presentation. • Video. • Audio. • Graphical. • Modelling.
Team includes but not limited to:	• Small work group. • Staff in a section/department. • Inter-agency group.
Personal growth includes but not limited to:	• Growth in the job. • Career mobility. • Gains and exposure the job gives. • Net workings. • Benefits that accrue to the individual as a result of noteworthy performance.
Personal objectives includes but not limited to:	• Long term. • Short term. • Broad. • Specific.

Range	Variable
<i>Trainings and career Opportunities</i> includes but not limited to	• Participation in training programs; ▪ Technical. ▪ Supervisory. ▪ Managerial. ▪ Continuing Education. • Serving as Resource Persons in conferences and workshops
<i>Resource</i> include but not limited to:	• Human. • Financial. • Technology; ▪ Hardware. ▪ Software.
<i>Innovation</i> include but not limited to:	• New ideas. • Original ideas. • Different ideas. • Methods/procedures. • Processes. • New tools.
<i>Emerging issues</i> include but not limited to:	• Terrorism. • Social media. • National cohesion. • Open offices.

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- 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	Assessment requires evidence that the candidate: 1.1 Attained job targets within key result areas. 1.2 Maintained intra- and inter-personal relationship in the course of managing oneself. 1.3 Completed trainings and career progression opportunities in time. 1.4 Was punctual and time conscious. 1.5 Acquired and maintained licenses and/or certifications required for the job. 1.6 Planned and organized resources to achieve organization goals and objectives. 1.7 Monitored and evaluated work activities. 1.8 Identified, analysed and solved problem arising in the course of working. 1.9 Was conscious of health & safety while carrying out work functions. 1.10 Maintained a mentorship and coaching program for employees. 1.11 Innovatively made work processes and procedures more efficient. 1.12 Mainstreamed gender issues in the workplace. 1.13 Build a strong team of workers in the workplace. 1.14 Sought and allocated learning opportunities and resources in the workplace. 1.15 Demonstrated awareness of HIV and AIDS. 1.16 Abstained from drug and substance abuse. 1.17 Demonstrated ability to cope with emerging issues.
2. Resource Implications	The following resources should be provided: 2.1 Workplace or assessment location 2.2 Case studies/scenarios
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1.Oral Interview 3.2.Observation 3.3.Third Party Reports 3.4.Written exam
4. Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting

	4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE ENVIRONMENTAL LITERACY

UNIT CODE: BUS/OS/SW/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, analyse resource use, develop resource conservation plans and implement selected plans.

ELEMENTS AND PERFORMANCE CRITERIA

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

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
relation to resource usage.	and procedures are collected and provided to the work group where appropriate. 4.2 Current resource usage is measured and recorded by members of the work group. 4.3 Current purchasing strategies are analysed and recorded according to industry procedures. 4.4 Current work processes to access information and data is analysed following enterprise protocol.
5. Identify Environmental legislations/conventions for environmental concerns.	5.1 Environmental legislations/conventions and local ordinances are identified according to the different environmental aspects/impact 5.2 Industrial standard/environmental practices are described according to the different environmental concerns
6. Implement specific environmental programs.	6.1 Programs/Activities are identified according to organizations policies and guidelines. 6.2 Individual roles/responsibilities are determined and performed based on the activities identified. 6.3 Problems/constraints encountered are resolved in accordance with organizations' policies and guidelines 6.4 Stakeholders are consulted based on company guidelines
7. Monitor activities on Environmental protection/Programs.	7.1 Activities are periodically monitored and Evaluated according to the objectives of the environmental program. 7.2 Feedback from stakeholders are gathered and considered in Proposing enhancements to the program based on consultations. 7.3 Data gathered are analysed based on Evaluation requirements. 7.4 Recommendations are submitted based on

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	the findings 7.5 Management support systems are set/ established to sustain and enhance the program. 7.6 Environmental incidents are monitored and reported to concerned/ proper authorities.
8. Analysed resource use.	8.1. All resource consuming processes are Identified 8.2. Quantity and nature of Resource consumed is determined 8.3. Resource flow is analysed through different parts of the process. 8.4. Waste is classified for possible source of resources.
9. Develop resource Conservation plans.	9.1. Efficiency of use/conversion of resources is determined following industry protocol. 9.2. Causes of low efficiency in use of resources are determined based on industry protocol. 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.

Variable	Range
PPE May include but are not limited to:	1.1 Mask. 1.2 Gloves. 1.3 Goggles. 1.4 Safety hat. 1.5 Overall. 1.6 Hearing protector.

Variable	Range
<i>Environmental pollution</i> <i>Control measures</i> may include but are not limited to:	2.1 Methods for minimizing or stopping spread and ingestion of airborne particles. 2.2 Methods for minimizing or stopping spread and ingestion of gases and fumes. 2.4 Methods for minimizing or stopping spread and ingestion of liquid wastes.
<i>Wastes</i> may include but are not limited to:	3.1 Unnecessary waste. 3.2 Necessary waste.
<i>Waste management Procedures</i> may include but are not limited to:	4.1 Sorting. 4.2 Storing of items. 4.2 Recycling of items. 4.3 Disposal of items.
<i>Resources</i> may include but are not limited to:	5.1 Electric. 5.2 Water. 5.3 Fuel. 5.4 Telecommunications. 5.5 Supplies. 5.6 Materials.
<i>Workplace environmental hazards</i> may include but are not limited to:	6.1 Biological hazards. 6.2 Chemical and dust hazards. 6.3 Physical hazards.
<i>Organizational systems and procedures</i> may include but are not limited to:	7.1 Supply chain, procurement and purchasing. 7.2 Quality assurance. 7.3 Making recommendations and seeking approvals.
<i>Legislations/Conventions</i> may include but are not limited to:	8.1 EMCA 1999. 8.2 Montreal Protocol. 8.3 Kyoto Protocol.

Variable	Range
Environmental aspects/impacts may include but are not limited to:	9.1 Air pollution. 9.2 Water pollution. 9.3 Noise pollution. 9.4 Solid waste. 9.5 Flood control. 9.6 Deforestation/Denudation. 9.7 Radiation/Nuclear /Radio Frequency/ Microwaves. 9.8 Situation. 9.9 Soil erosion (e.g. Quarrying, Mining, etc.). 9.10 Coral reef/marine life protection.
Industrial standards / Environmental practices may include but are not limited to:	10.1 ISO standards. 10.2 Company environmental management systems (EMS)
Periodic may include but are not limited to:	11.1 Hourly. 11.2 Daily 11.3 Weekly 11.4 Monthly 11.5 Quarterly 11.6 Yearly
Programs/Activities may include but are not limited to:	12.1 Waste disposal (on-site and off-site). 12.2 Repair and maintenance of equipment. 12.3 Treatment and disposal operations. 12.4 Clean-up activities. 12.5 Laboratory and analytical test. 12.6 Monitoring and evaluation. 12.7 Environmental advocacy programs.

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 with environmental pollution control.
- Observing solid waste management.

- Complying with methods of minimizing noise Pollution.
- Complying with 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 with 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.
- Making adjustments to 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 and control measures of environmental pollution.
- Types of solid wastes and solid waste management.
- Types and methods of minimizing noise pollution.
- Methods of minimizing wastage and procedures of waste management.
- 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 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
- 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 and methods of increasing the efficiency resource use.
- Inspection of resource use plans
- Regulations/licensing requirements
- Determine benefit/cost for alternative resource sources.
- Benefit/costs for different alternatives.
- Components and Criteria of ranking proposals
- Regulatory requirements.
- Proposals for improving resource efficiency.
- Implementation of resource efficiency plans.
- Procedures in monitor implementation.
- Adjustments of implementation plan.
- Inspection of new resource usage.

EVIDENCE GUIDE

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

1.Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Controlled environmental hazard. 1.2 Controlled environmental pollution. 1.3 Demonstrated sustainable resource use. 1.4 Evaluated current practices in relation to resource usage. 1.5 Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues /concerns.
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	1.6 Described industrial standard environmental practices according to the different environmental issues/concerns. 1.7 Resolved problems/ constraints encountered based on management standard procedures. 1.8 Implemented and monitored environmental practices on a periodic basis as per company guidelines. 1.9 Recommended solutions for the improvement of the program 1.10 Monitored and reported to proper authorities any environmental incidents.
2.Resource Implications.	The following resources should be provided: 2.1 Workplace with storage facilities 2.2 Tools, materials and equipment relevant to the tasks (e.g. Cleaning tools, cleaning materials, trash bags) 2.3 PPE, manuals and references 2.4 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.5 Case studies/scenarios relating to environmental protection
3 Methods of Assessment.	Competency in this unit may be assessed through: 3.1 Demonstration. 3.2 Oral questioning. 3.3 Written examination. 3.4 Interview/Third Party Reports. 3.5 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad). 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.

DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES

UNIT CODE: BUS/OS/SW/BC/07/6

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

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

Variable	Range
1. Hazards may include but are not limited to:	1.1. Physical hazards – impact, illumination, pressure, noise, vibration, extreme temperature, radiation. 1.2 Biological hazards- bacteria, viruses, plants, parasites, mites, moulds, fungi, and insects. 1.3 Chemical hazards – dusts, fibres, mists, fumes, smoke, gasses, and vapours. 1.4 Ergonomics; Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles; Physiological factors – monotony, personal relationship work out cycle; 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; 1.7 Unsafe workers’ act (Smoking in off-limited areas, Substance and alcohol abuse at work);
2. Indicators may include but are not limited to:	2.1 Increased of incidents of accidents, injuries; 2.2 Increased occurrence of sickness or health complaints/ symptoms; 2.3 Common complaints of workers related to OSH; 2.4 High absenteeism for work-related reasons;
3. Evaluation and/or work environment measurements may include but are not limited to:	3.1 Health Audit; 3.2 Safety Audit; 3.3 Work Safety and Health Evaluation; 3.4 Work Environment Measurements of Physical and Chemical Hazards.
4. OSH issues and/or concerns may include but are not limited to:	4.1 Workers’ experience/observance on presence of work hazards. 4.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks). 4.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines.

Variable	Range
5. <i>Prevention and control measures</i> may include but are not limited to:	5.1 Eliminate the hazard (i.e. get rid of the dangerous machine) 5.2 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 5.3 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one). 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). 5.5 Use engineering controls to reduce the risk (i.e. use safety guards to machine). 5.6 Use personal protective equipment. 5.7 Safety, Health and Work Environment Evaluation. 5.8 Periodic and/or special medical examinations of workers.
6. <i>Safety gears /PPE (Personal Protective Equipment)</i> may include but are not limited to:	6.1 Arm/Hand guard, gloves. 6.2 Eye protection (goggles, shield). 6.3 Hearing protection (ear muffs, ear plugs). 6.4 Hair Net/cap/bonnet. 6.5 Hard hat. 6.6 Face protection (mask, shield). 6.7 Apron/Gown/coverall/jump suit. 6.8 Anti-static suits. 6.9 High-visibility reflective vest.

Variable	Range
7. <i>Appropriate risk controls</i>	Appropriate risk controls in order of impact are as follows: 7.1 Eliminate the hazard altogether (i.e., get rid of the dangerous machine). 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). 7.3 Substitute the hazard with a safer alternative (i.e. replace the machine with a safer one). 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). 7.5 Use engineering controls to reduce the risk (i.e., attach guards to the machine to protect users). 7.6 Use personal protective equipment (i.e. wear gloves and goggles when using the machine)
8. <i>Contingency measures</i> may include but are not limited to:	8.1 Evacuation. 8.2 Isolation. 8.3 Decontamination. 8.4 (Calling designed) emergency personnel.
9. <i>Emergency procedures</i> may include but are not limited to:	9.1 Fire drill. 9.2 Earthquake drill. 9.3 Basic life support/CPR. 9.4 First aid. 9.5 Spillage control. 9.6 Decontamination of chemical and toxic 9.7 Disaster preparedness/management 9.8 Set of fire-extinguisher.
10. <i>Incidents and emergencies</i> may include but are not limited to:	10.1 Chemical spills. 10.2 Equipment/vehicle accidents. 10.3 Explosion 10.4 Fire 10.5 Gas leak. 10.6 Injury to personnel. 10.7 Structural collapse. 10.8 Toxic and/or flammable vapours emission.
11. <i>OSH-related Records</i> may include but are not limited to:	11.1 Medical/Health records. 11.2 Incident/accident reports. 11.3 Sickness notifications/sick leave application. 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	Assessment requires evidence that the candidate: 1.1 Identifies hazards/risks in the workplace and/or its indicators. 1.2 Requests for evaluation and/or work environment measurements of OSH hazards/risk in the workplace. 1.3 Gathers OSH issues and/or concerns raised by workers. 1.4 Identifies and implements prevention and control measures, including use of PPE (personal protective equipment) for
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	specific hazards. 1.5 Recommends appropriate risk controls based on result of OSH hazard evaluation and OSH issues gathered. 1.6 Establish contingency measures, including emergency procedures in accordance with organization procedures. 1.7 Provides information to work team about company OSH program, procedures and policies/guidelines. 1.8 Participates in the implementation of OSH procedures and policies/guidelines. 1.9 Trains and advises team members on OSH standards and procedures. 1.10 Implements procedures for maintaining OSH-related records.
2. Resource Implications.	The following resources should be provided: 2.1 Workplace or assessment location. 2.2 OSH personal records. 2.3 PPE. 2.4 Health records.
3. Methods of Assessment.	Competency may be assessed through: 3.1 Portfolio Assessment. 3.2 Interview. 3.3 Case Study/Situation. 3.4 Observation/Demonstration and oral questioning.
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.

COMMON UNITS OF COMPETENCY

CONDUCT SOCIAL RESEARCH WORKS

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

UNIT DESCRIPTION

This unit cover the competencies required to conduct social research works. It involves identifying research problem, formulating research plan, developing research tools, carrying out data collection, analyzing collected data and preparing research report.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Identify research problem	1.1 <i>Literature review</i> is conducted as per SOPs 1.2 Literature review analysis is conducted as per SOPs 1.3 Research problem is identified based on the analysis
2. Formulate research plan	2.1 Scope of study is established as per the set objectives 2.2 Timeframe is established as per the scope of the study 2.3 Budget is prepared as per organization policy 2.4 Samples size is established as per the scope of the study

3. Develop research tools	3.1 Required tools are identified as per SOPs 3.2 Required tools are designed as per SOPs 3.3 Selected tools are tested as per SOPs 3.4 Research tools are validated as per SOPs
4. Carry out data collection	4.1 Data collection team is established as per organization policy 4.2 Data collection team is trained as per organization policy 4.3 Research tools are administered as per organization policy
5. Analyse collected data	5.1 <i>Data analysis tool</i> is prepared as per organization policy 5.2 Data analysis is conducted as per organization policy
6. Prepare research report	6.1 Report is compiled as per organization policy 6.2 Report is shared or disseminated as per organization policy 6.3 Research findings are implemented as per organization policy

RANGE OF VARIABLES

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

VARIABLE	RANGE
1. Literature review	• Project reports. • Government agencies reports. • Past research reports. • Development partners reports.
2. Data analysis tool	• Excel spreadsheets • Graphs • Charts

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
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Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to conduct literature review 1.2 Demonstrated ability to identify research problem 1.3 Demonstrated ability to establish scope of the study 1.4 Demonstrated ability to establish time frame of the study 1.5 Demonstrated ability to prepare a budget 1.6 Demonstrated ability to establish research sample size 1.7 Demonstrated ability to identify, design, test, validate and administer research tools 1.8 Demonstrated ability to establish and train data collection team 1.9 Demonstrated ability to conduct data analysis 1.10 Demonstrated ability to prepare a report and share the findings 1.11 Demonstrated ability to implement the recommendations
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 1.1 Written tests 1.2 Interview 1.3 Oral questioning 1.4 Observation 1.5 Third party report
2. Context of Assessment	Competency may be assessed individually: 2.1 on-the-job 2.2 off-the-job 2.3 combination of both
3. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CONDUCT SOCIAL POLICY FORMULATION AND PUBLIC ADMINISTRATION

UNIT CODE: BUS/OS/SW/CC/02/6

UNIT DESCRIPTION

This unit cover the competencies required to conduct social policy formulation and public administration. It involves formulating social policy, carrying out policy implementation, analysing social policy, evaluating social policy, managing social welfare services and documenting social policy.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Formulate social policy	1.1 assessment tools are developed as per organisation policy 1.2 assessment tools are implemented as per organisation policy 1.3 data is collected and analysed as per organisation policy 1.4 report is prepared and shared as per organisation policy
2. Carry out policy implementation	2.1 implementation plan is developed as per organisation policy 2.2 implementation meetings are conducted as per organisation policy 2.3 policy implementation activities are identified based on the proposed policy 2.4 resources are identified and availed based on the activities 2.5 mitigation measures to overcome the anticipated challenges are put in place as per organisation policy

3. Analyse social policy	3.1 Assessment tools are identified and developed as per organisation policy 3.2 Assessment tools are implemented as per organisation policy 3.3 Data is collected and analysed as per organisation policy 3.4 Report is prepared, and findings shared as per organisation policy
4. Evaluate social policy	4.1 Evaluation tools and methods are identified as per organisation policy 4.2 Evaluation tools are developed and implemented as per organisation policy 4.3 Information is collected and analysed as per organisation policy 4.4 Report is prepared and shared as per organisation policy
5. Manage social welfare services	3.1 Adequate logistical plan is prepared and implemented as per organisation policy 3.2 Social welfare services plan is implemented as per organisation policy 3.3 Social welfare services plan is monitored as per organisation policy 3.4 Social welfare activities are evaluated as per organisation policy 3.5 Evaluation report is prepared and shared as per organisation policy 3.6 Recommendations are identified as per the evaluation report
4. Document social policy	4.1 Components of a documentation plan are identified as per the needs of the organisation 4.2 Methods of keeping records are identified as per the needs of the organisation 4.3 Documentation tools are identified and availed as per organisation policy 4.4 Documentation plan is implemented as per organisation policy 4.5 Regular review of the plan is carried out as per organisation policy

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Theories of counselling

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to social policy assessment tools 1.2 Demonstrated ability to implement assessment tools 1.3 Demonstrated ability to collect and analyse data 1.4 Demonstrated ability to prepare and share report 1.5 Demonstrated ability to develop social policy implementation plan 1.6 Demonstrated ability to identify social policy implementation activities 1.7 Demonstrated ability to carry out mitigation measures 1.8 Demonstrated ability to analyse social policies 1.9 Demonstrated ability to evaluate social policies 1.10 Demonstrated ability to document social policies
2.Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.1 on-the-job 4.2 off-the-job 4.3 combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

PERFORM PSYCHO SOCIAL SUPPORT

UNIT CODE: BUS/OS/SW/CC/03/6

UNIT DESCRIPTION

This unit cover the competencies required to perform psycho social support. It involves conducting psycho social support intake session, conducting psycho social support problem exploration, analyzing psycho social support problem and developing psycho social support action plan. It also entails conducting psycho social support follow up, conducting psycho social support action, terminating counselling activity and maintaining counselling records.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Conduct Psycho social support intake session.	1.1 Healthy working relationship is established as per organization policy 1.2 Climate setting is done as per the needs of the client 1.3 The psychosocial support contract is prepared as per national standards in counselling
2. Psycho social support problem exploration	2.1 Clients experiences are explored as per SOPs 2.2 Challenges facing the client are identified based on the experience 2.3 Session notes are taken based on the client experience
3. Analyze psychosocial support problem.	3.1 Problem facing the client are explored as per SOPs 3.2 Presenting and underlying psychosocial support issues are identified based on the problems facing the client 3.3 Session notes are taken based on real and presenting issues

4. Psychosocial support action plan	4.1 Theories' and counseling approaches are selected as per SOPs 4.2 Meaning and importance of case plan is identified as per SOPs 4.3 Possible solutions are identified as per SOPs
5. psychosocial support follow-up	5.1 Review of the client's progress is done as per the counselling contract. 5.2 Challenges are identified based on the review 5.3 Solutions are identified as per SOPs 5.4 Solutions are implemented as per SOPs
6. Review client action stage	6.1 Solutions to the psychosocial support are identified as per SOPs 6.2 The best solutions are selected as per SOPs 6.3 A plan to implement the solution is devised as per organization policy 6.4 The clients implement the plan as per SOPs 6.5 Review of the implementation is done as per organization policy 6.6 Necessary revision is made as per the clients need.
7. Terminate counselling activity	7.1 Termination issues are identified as per the review 7.2 Termination issues are implemented as per organization policy 7.3 Termination plan is implemented as per organization policy
8. Referral	8.1 Client is prepared as per SOPs 8.2 Referral notes are prepared as per SOPs 8.3 Client consent is established. 8.4 Appropriate referral institution is selected as per the client's needs
9. Maintain counselling coded records	9.1 Client confidentiality is maintained as per SOPs 9.2 <i>Records</i> are safely secured as per SOP's

RANGE OF VARIABLES

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

VARIABLE	RANGE
Records	Client intake form • Counselling notes Review report • Referral notes Follow up plan • Closure report

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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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research

- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Theories of counselling

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to establish healthy working relationship with a client 1.2 Demonstrated ability to set the conducive environment 1.3 Demonstrated ability to prepare a psycho social support contract 1.4 Demonstrated ability to explore and identify challenges facing a client 1.5 Demonstrated ability to take down session notes 1.6 Demonstrated ability to identify select and apply Theories and Approaches to counselling 1.7 Demonstrated ability to conduct counselling sessions 1.8 Demonstrated ability to review client's progress 1.9 Demonstrated ability to identify challenges in counselling 1.10 Demonstrated ability to identify and implement solutions to challenges in counselling 1.11 Demonstrated ability to review client's needs 1.12 Demonstrated ability to identify and implement termination issues 1.13 Demonstrated ability to prepare referral notes 1.14 Demonstrated ability to conduct referral 1.15 Demonstrated ability to maintain client's confidentiality
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	1.16 Demonstrated ability to secure coded counselling records
2.. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3 Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4 Context of Assessment	Competency may be assessed individually: 4.1 on-the-job 4.2 off-the-job 4.3 combination of both
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CARRY OUT RESOURCE MOBILIZATION AND FUNDRAISING

UNIT CODE: BUS/OS/SW/CC/04/6

UNIT DESCRIPTION

This unit cover the competencies required to carry out resource mobilization and fundraising. It entails institutionalizing resource mobilization, prepositioning, identify funding gaps and opportunities and pitch for funding.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Institutionalize resource mobilization.	1.1 A resource mobilization team is formed as per organisation policy 1.2 Resource mobilization strategies are formulated as per SOPs 1.3 Resource mobilization plan is developed as per organisation policy 1.4 Resource mobilization plan is implemented as per organisation policy 1.5 Monitoring and review of the resource mobilization plan is developed and implemented as per organisation policy
2. Carry out prepositioning	2.1 Prepositioning tools are developed as per SOPs 2.2 Mapping of potential donors is done as per organization policy 2.3 Strategic engagement meetings are conducted as per organization policy. 2.4 Documentation of success stories, most significant change stories and good practices is done as per organization practice

3. Identify funding gaps and opportunities.	3.1 Research on community needs is conducted as per SOPs 3.2 Gaps are identified based on the research 3.3 Relevant funding opportunities are identified as per the gaps identified
4. Pitch for funding.	4.1 Application for funding opportunities is carried out as per organization policy 4.2 Strategic consortium is established as per organization policy 4.3 Timely submission and follow up on application for funding is done as per organization policy

RANGE OF VARIABLES

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

VARIABLE	RANGE
1. Application for funding.	• Proposals • Expression of interest • Letter of enquiry • Concept papers
2. Strategic consortium	• Potential implementing partners • Partnership agreements

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:

- Presentation
- Interpersonal relation
- Proposal writing
- Pitching for funding
- Training
- Planning and prioritization

- negotiation
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Proposal writing
- Pitch for funding
- Negotiation

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Social work practices and interventions
- Social research
- Finance management
- Government policy on finance
- Budgeting
- Central bank regulations
- Public Act
- Leadership and integrity
- Government development agenda (Big 4)
- Vision 2030
- SDGs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

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

1 Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to form a resource mobilization team 1.2 Demonstrated ability to formulate resource mobilization strategy 1.3 Demonstrated ability to formulate and implement
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	resource mobilization plan 1.4 Demonstrated ability to monitor and review resource mobilization 1.5 Demonstrated ability to develop prepositioning tools 1.6 Demonstrated ability to map potential donors 1.7 Demonstrated ability to conduct meetings 1.8 Demonstrated ability to document success stories, most significant change stories and best cases 1.9 Demonstrated ability to identify funding gaps and opportunities 1.10 Demonstrated ability to establish strategic consortium 1.11 Demonstrated ability to submit and follow up on funding applications
2 Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3 Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4 Context of Assessment	Competency may be assessed individually: 4.1 On-the-job 4.2 Off-the-job 4.3 Combination of both
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CORE UNITS OF COMPETENCE

MANAGE COMMUNITY RESOURCES

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

UNIT DESCRIPTION:

This unit describes the competencies required to manage community resources. It entails assessing community resources, identifying resource gaps, monitoring community resources, evaluating community resource utilization, providing feedback and documenting community resource management.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performances each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Assess Community Resources	1.1 Community needs are identified as per the SOPs 1.2 Assessment tools are developed as per the SOPs 1.3 Data collection methods are devised as per the organization policy 1.4 Community needs, and resource register is created as per SOPs
2. Identify resource gaps	2.1 Available resources are matched to community needs as per the organisation policy. 2.2 Adequacy of the resources in meeting the community needs is analysed as per the organisation policy 2.3 Shortcomings of the resources in meeting the needs is established as per the organisation policy. 2.4 Capacity gaps of the resources is addressed as per the organisation policy 2.5 Community resources are mobilised to address the identified community gaps as per organisation policy
3. Monitor community resource	3.1 A community resources committee is established as per SOPs

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performances each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	3.2 Capacity building is carried out as per SOPs. 3.3 Develop a work plan is developed as per organisational policy. 3.4 Work plan is implemented as per organisation policy. 3.5 A reporting mechanism to the community is established as per organisation policy.
4. Evaluate <i>community resource</i> utilization	4.1 Evaluation schedule is established as per organisation policy. 4.2 Evaluators are identified as per organisation policy 4.3 Evaluation <i>tools and methodology</i> are developed as per SOPs. 4.4 Evaluation meeting is conducted as per organisation policy 4.5 Evaluation report is prepared as per organisation policy. 4.6 Feedback is provided as per organisation policy.
5. Follow up on recommended action	5.1 An <i>action plan</i> is developed as per SOPs 5.2 Action plan is implemented as per organisation policy.
6. Document community resource management.	6.1 Identification plan is developed as per SOPs. 6.2 Best practices are identified as per SOPs. 6.3 The best practises are documented as per organisation policy. 6.4 The best practises are shared as per organisation policy.

RANGE

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

Variable	Range <i>May include but not limited to:</i>
1. Action plan	• What • Where • When • Who • How
2. Evaluation tools	• Questionnaire
3. Methodology	• Focused group discussion • Key informant interviews • Observation • Individual assignments
4. Community Resources	• Human resource • Infrastructure • Technological resources • Natural resources • Financial resources

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Basic counselling

- Attending

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Assessed community resources 1.2 Identified resource gaps 1.3 Monitored community resources 1.4 Evaluated community resource utilization 1.5 Created community needs and resource register. 1.6 Mobilised community resources. 1.7 Established community resources committee. 1.8 Carried out capacity building. 1.9 Developed a work plan 1.10 Created an evaluation schedule 1.11 Identified best practices
2. Resource implications	2.1 A functional office 2.2 A fully equipped simulated operations training office 2.3 Stationery
3. Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report

	3.5 Interview 3.6 Written test
4. Context of Assessment	Competency may be assessed individually 4.1 on-the-job 4.2 off-the-job 4.3 workplace experience
5. Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

CONDUCT COMMUNITY EMPOWERMENT

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

UNIT DESCRIPTION

This unit specifies the competencies required to conduct community empowerment. It involves identifying community needs, determining the target group, developing empowerment plan, carrying out community mobilization, acquiring empowerment resources and carrying out community empowerment. It also entails evaluating empowerment programmes, preparing community empowerment report and conducting follow ups.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT, These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Identify community needs	1.1 <i>Community leadership structures</i> are identified as per SOPs. 1.2 Introductory meetings with the community are conducted as per the organisation policy. 1.3 A needs assessment plan and tools are developed as per the organisation policy. 1.4 A needs assessment is conducted as per the organisation policy.
2. Determine the target group	2.1 A consultative meeting with the community is conducted as per the organisation policy. 2.2 <i>Selection criteria tool</i> is developed in consultation with the community as per the organisation policy. 2.3 Selection of the participant is carried out as per the selection criteria. 2.4 Confirmation of the target group is carried out as per the organisation policy

3. Develop empowerment plan	3.1 Relevant stakeholders are identified as per the needs of the community. 3.2 Stakeholders meeting is conducted to discuss the empowerment plan as per the organisation policy. 3.3 A time frame is formulated as per the plan 3.4 Strategies and interventions are developed as per the empowerment plan. 3.5 Inputs of the plan of the plan are identified as per the organisation policy. 3.6 Outputs of the plan are identified as per organisation policy. 3.7 Gather Results are gathered as per the organisation policy. 3.8 The indicators are identified as per the results gathered.
4. Carry community mobilization	4.1 Community planning meeting is conducted as per SOPs. 4.2 Share The empowerment plan is shared as per SOPs. 4.3 Role allocation is carried out as per the empowerment plan
5. Acquire empowerment resources	5.1 Available resources are assessed as per the organisation policy. 5.2 Resource gaps are identified as per SOPs 5.3 Resources are acquired as per the organisation policy.
6. Carry out community empowerment plan	6.1 Community empowerment plan is executed as per organisation policy 6.2 Empowerment programs are monitored as per the organisation policy. 6.3 Community empowerment report is prepared as per SOPs.
7. Conduct follow up	7.1 An impact assessment is conducted as per SOPs 7.2 The impacts are documented as per SOPs 7.3 Information is disseminated as per organisation policy.

RANGE

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

VARIABLE	RANGE
1. community leadership structures	May include but not limited to: - religious leaders - political leaders • women leaders - youth leaders • person with disability - children
	• • •
2. Selection criteria tool	• May include but not limited to: • Gender - Age • Vulnerability - Literacy levels • donors - community members • government - non-governmental organization • well wishers • • • •
3. Stakeholders	

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation

- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Basic counselling

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research and research methods
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Demonstrated the ability to identify community leadership structures. 1.1 Demonstrated ability to develop a needs assessment plan and tools. 1.2 Demonstrated ability to conduct a needs assessment 1.3 Demonstrated ability to develop selection tools and criteria. 1.4 Demonstrated ability to develop an empowerment plan 1.5 Demonstrated ability carry out community mobilization. 1.6 Demonstrated ability to identify resource gaps. 1.7 Demonstrated ability to acquire empowerment resources. 1.8 demonstrated ability to implement community empowerment plan 1.9 Demonstrated ability to conduct an impact assessment. 1.10 Demonstrated ability to document impacts 1.11 Demonstrated ability to share information
2. Resource Implications	The following resources MUST be provided: 2.3 Assessment tools 2.4 Organization policies and procedures 2.5 A fully equipped simulated office 2.6 Maps censors data
3. Method of Assessment	Competency may be assessed through: 3.1 Written or oral questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios
4. Context for Assessment	Competency may be assessed individually: 4.1 On- the -job 4.2 Off -the –job 4.3 Combination of both

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

COORDINATE COMMUNITY PROJECT

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

UNIT DESCRIPTION:

This unit describes the competencies required to coordinate community project. It involves mobilising community members, identifying community project, formulating project management committee, planning and designing community project, identifying community project risks and carrying out project activities. It also entails monitoring community project, evaluating project activities, preparing community project report and undertaking project handing over.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Mobilise community members	1.1 Engagement with the community is initiated as per organisation policy 1.2 Gender assessment tools are developed as per SOPs 1.3 <i>Gender assessment</i> is carried out as per SOPs. 1.4 Community assessment is carried out as per organisation policy. 1.5 An inclusive project committee is selected as per organisation policy.
2. Identify community project	2.1 Community mapping is carried out as per the project area 2.2 Need assessment is carried out as per organisation policy. 2.3 Prioritization of the project with the greatest impact is carried out as per the need's assessment.
3. Formulate project management committee	3.1 Formulate Terms of reference are formulated as per organisation policy. 3.2 Selection criteria is developed as per the recommendations of the committee. 3.3 Capacity assessment is carried out as per

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	organisation policy. 3.4 Capacity building is conducted as per organisation policy.
4. Plan and design community project	4.1 Root cause analysis is conducted as per SOPs. 4.2 Theory of Change is formulated as per SOPs. 4.3 A log frame is developed as per organisation policy 4.4 A work plan is developed as per the project 4.5 A project budget is formulated as per organisation policy
5. Identify community project risks	5.1 Needs assessment is carried out as per SOPs. 5.2 Risks are categorised as per the needs assessment. 5.3 Possible mitigation measures are identified as per needs assessment
6. Carryout project activities	6.1 Community start up action is formulated as per organisation policy. 6.2 Baseline assessment is carried out as per organisation policy 6.3 Work plan is executed as per organisation policy.
7. Monitor community project	7.1 Monitoring tools are developed as per SOPs 7.2 Reporting framework is established as per organisation policy 7.3 Review of the project plan is carried out as per organisation policy. 7.4 Financial monitoring is carried out as per SOPs. 7.5 Selection and documentation of human changes is carried out as per organisation policy
8. Evaluate project activities	8.1 Develop Evaluation tools are developed as

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	per organisation policy 8.2 Planning is carried out as per organisation policy 8.3 Mid line evaluation is conducted as per organisation policy 8.4 End line evaluation is conducted as per organisation policy. 8.5 An impact assessment is carried out as per organisation policy 8.6 Evaluation report is prepared as per organization policy
9. Prepare community project report	9.1 Narrative report is prepared as per SOPs. 9.2 Financial report is prepared as per SOPs.
10. Undertake project handing over.	10.1 An exit strategy at the onset of the project is prepared. 10.2 Community capacity for sustainability is established as per organisation policy. 10.3 Exit strategy is executed as per organisation policy
11. Carry out impact assessment	11.1 impact assessment tools are developed as per organization policy 11.2 assessment tools are implemented 11.3 identification and engagement of external assessors 11.4 report is prepared 11.5 comparison between baseline and the impact

RANGE

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

Variable	Range <i>May include but not limited to:</i>
1. Gender assessment	Gender roles

Variable	Range <i>May include but not limited to:</i>
	• Cultural perspective • Institutional practises
2. Monitoring tools	• Weekly progress review minutes • Monthly management reports • Quarterly monitoring reports • Annual reports • Baseline assessment • Mid line evaluation • End line evaluation
3. Reporting framework	• Reporting guidelines as per SOPs or donor requirements
4. Log frame	• Input • Activities • Output • Outcome • indicators

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

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Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Project management
- Monitoring and evaluation

EVIDENCE GUIDE

1 Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to carry out gender assessment 1.2 Demonstrated ability to mobilise community 1.3 Demonstrated ability to carry out a needs assessment 1.4 Demonstrated ability to identify community projects 1.5 Demonstrated ability to formulate terms of reference 1.6 Demonstrated ability to develop a selection criteria 1.7 Demonstrated ability to capacity building 1.8 Demonstrated ability to conduct a root cause analysis 1.9 Demonstrated ability to formulate a Theory of Change 1.10 Demonstrated ability to develop a work plan 1.11 Demonstrated ability to formulate a budget 1.12 Demonstrated ability to identify community project risks
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	1.13 Demonstrated ability to develop monitoring tools 1.14 Demonstrated ability to establish a reporting framework 1.15 Demonstrated ability to document human changes 1.16 Demonstrated ability to evaluate project activities 1.17 Demonstrated ability to prepare a narrative report 1.18 Demonstrated ability to prepare a financial report 1.19 Demonstrated ability to develop and execute an exit strategy
2 Resource Implications	The following resources MUST be provided: 2.1 Organisation policies, guidelines and regulations Strategic plans on community projects 2.2 Organization policies and procedures 2.3 Community sensors report 2.4 Map of geographical areas 2.5 Data collection tools 2.6 Community structure guidelines 2.7 Transport means 2.8 Simulated office
3 Method of Assessment	Competency may be assessed through: 3.1 Written or oral questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios
4 Context for Assessment	Competency may be assessed individually: 4.1 On- the -job 4.2 Off -the –job 4.3 Combination of both 4.4 simulated work environment
5 Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

CONDUCT COMMUNITY AWARENESS TRAINING AND SENSITIZATION

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

UNIT DESCRIPTION

This unit specifies the competencies required to conduct community awareness training and sensitization. It involves identifying community awareness needs, determining community awareness programmes, developing community awareness plan, obtaining resources required, developing sensitization partnerships and linkages and carrying out awareness outreach campaigns. It also entails evaluating community awareness and sensitization programmes and documenting community awareness and sensitization programmes.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Identify Community Awareness Needs	1.1 An assessment tool for knowledge, attitude and practices is prepared as per SOPs 1.2 Piloting the tools is carried out as per organisation policy. 1.3 Assessment is administered as per SOPs 1.4 Analyse Results are analysed as per assessment tools. 1.5 Document and share results are with stakeholders as per SOPs
2. Determine Community Awareness Programmes	2.1 Relevant program stakeholders are identified as per organisation policy 2.2 Meetings to formulate the programmes are conducted as per organisation policy. 2.3 Formulated programmes are documented as per organisation policy. 2.4 A report is prepared as per organisation policy

3. Develop Community Awareness Plan.	3.1 Community awareness objectives are identified as per organisation policy. 3.2 Activities are developed as per the set objectives. 3.3 Resources needed are determined as per organisation policy. 3.4 Timeframe is developed as per organisation policy.
4. Obtain Resources Required	4.1 Available resources and resource gaps are identified as per organisation policy. 4.2 Resources to implement the plan are mobilised as per organisation policy. 4.3 Resources are allocated
5. Develop Sensitization Partnerships and Linkages	5.1 Identification of relevant mobilization partners is carried out as per organisation policy. 5.2 Community collaborating networks are established and strengthened as per organisation policy 5.3 Planning and review meetings are conducted as per organisation policy
1. Carryout community Awareness activities.	6.1 Adequate logistical plan is prepared as per the activities. 6.2 Community awareness plan is implemented as per organisation policy. 6.3 Awareness plan is monitored as per organisation policy. 6.4 Report is prepared as per SOPs.
7. Evaluate Community Awareness and Sensitization Programmes	7.1 Evaluation schedules are prepared as per the policy 7.2 Evaluation tools are prepared as per organisation policy. 7.3 Evaluation conducted as per the tools prepared. 7.4 Evaluation report prepared as per SOPs. 7.5 Report disseminated as per organisation policy.
8. Document community awareness and sensitization	8.1 Documentation procedures are identified as per SOP. 8.2 Documents are Stored as per

programmes.	organisation policy. 8.3 Documentation plan is prepared as per the organization policy. 8.4 Documentation tools are prepared as per the documentation plan 8.5 Documentation analysis is conducted as per the organization policy.
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RANGE

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

VARIABLE	RANGE
	<i>May include but not limited to:</i>
1. documentation	• Community awareness programme reports • Programme pictures • Documentaries • Human change stories • Most significant change stories
2. Documentation tools	• Documentation plan • Documentation templates • Cameras, video cameras • Voice recording devices
3. Community collaborating network	• Mapping of community sensitisation partners • Directory of partners • Establishment of management and coordination mechanisms
4. Planning and review meetings	• Development of terms of reference for the partners • Partners periodic planning meetings • Partners periodic review meetings
5. Logistical planning	• Checklist for planned events • Transport arrangement • Venue preparation

	• Agenda planning • Facilitators and resource persons
6. evaluation	Evaluation plan • • Identification of intermediary outcome indicators • Identification of outcome indicators

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
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Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes

- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to identify strategies for creating awareness 1.2 Demonstrated the ability to prepare assessment tools for knowledge, attitude and practices 1.3 Demonstrated ability to analyse community awareness results 1.4 Demonstrated ability to identify programme stakeholders 1.5 Demonstrated ability to conduct meetings and formulate community awareness programme 1.6 Demonstrated ability to prepare reports and disseminate information 1.7 Demonstrated ability to identify community awareness objectives 1.8 Demonstrated ability to develop a time frame 1.9 Demonstrated ability to identify available resources and resource gaps 1.10 Demonstrated ability to identify relevant mobilization partners 1.11 Demonstrated ability to establish community collaborative networks 1.12 Demonstrated ability to implement logistical plans 1.13 Demonstrated ability to monitor awareness plans 1.14 Demonstrated ability to evaluate community awareness and sensitisation programme 1.15 Demonstrated ability to document community awareness and sensitization programmes
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	1.16 Demonstrated ability to identify strategy for creating awareness
2. Resource Implications	The following resources MUST be provided: 2.1 Work plans 2.2 Meeting equipment and materials 2.3 Organisation policies 2.4 board room/meeting room 2.5 Fully equipped simulated meeting room 2.6 Censors reports maps
3. Method of Assessment	Competency may be assessed through: 3.1 Written or oral questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios
4. Context for Assessment	Competency may be assessed individually: 4.1 On- the -job 4.2 Off -the –job 4.3 Combination of both 4.4 Simulated work environment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CARRY OUT ADVOCACY AND LOBBYING ACTIVITIES

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

UNIT DESCRIPTION:

This unit describes the competencies required to carry out advocacy and lobbying activities. It involves identifying target groups, carrying out problem analysis, assessing advocacy resources, gathering advocacy resources, preparing advocacy campaign plan, building advocacy partnerships, carrying out advocacy and lobbying activities and undertaking advocacy and lobbying follow up. It also includes documenting advocacy and lobbying activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Identify target groups	1.1 Project Boundaries Are Established as per organisation policy 1.2 Local leadership is informed as per organisation policy 1.3 Beneficiaries are identified adhering to gender and inclusion as per the SOPs 1.4 The process is documented as per organisation policy 1.5 Report is prepared as per SOPs.
2. Carry out problem analysis	2.1 Assessment tools are developed as per organisation policy 2.2 Assessment team is identified and trained as per organisation policy. 2.3 Assessment is conducted as per the SOPs 2.4 Findings are analysed as per SOPs. 2.5 Report is prepared and disseminated as per organisation policy
3. Build advocacy partnership	3.1 Identification of relevant advocacy partners are identified as per organisation policy.

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	3.2 Community collaborating advocacy partners are established as per organisation policy. 3.3 Advocacy partnership are strengthened as per organisation policy. 3.4 Planning and review meetings are conducted as per the SOPs
4. Assess advocacy resources and prepare advocacy campaign plan	4.1 advocacy objectives are identified as per organisation policy 4.2 Activities are identified as per organisation policy. 4.3 Work plan is prepared as per the activities identified. 4.4 Budget is prepared as per the work plan 4.5 Resources are determined and allocated as per work plan 4.6 Timeframe is developed as per organisation policy.
5. Carryout advocacy activities	5.1 Adequate logistical plan is prepared as per organisation policy. 5.2 Advocacy plan is implemented as per organisation policy 5.3 Advocacy plan is monitored as per organisation policy. 5.4 Report is prepared and shared as per SOPs.
6. Undertake advocacy and lobbying follow up	6.1 Advocacy activities are evaluated as per the set plan 6.2 Evaluation report is prepared as per organisation policy. 6.3 Recommendations are identified as per the evaluation report.

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
7. Document advocacy and lobbying activities	7.1 Documentation procedures are identified as per SOPs. 7.2 Documents are Stored. 7.3 Documentation plan is prepared as per the organization policy. 7.4 Documentation tools are prepared as per organisation policy 7.5 Documentation analysis is conducted as per the organization policy

RANGE

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

Variable	Range <i>May include but not limited to:</i>
Advocacy activities	Community mobilisation Community empowerment programmes • Advocacy forums at various levels of governance Social accountability mechanisms • • •

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization

- Empathy
- Self-awareness
- Report writing

- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
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Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to establish project boundaries 1.2 Demonstrated ability to identify beneficiaries of a project 1.3 Demonstrated ability to carry out documentation process. 1.4 Demonstrated ability to prepare reports on advocacy and lobbying activities 1.5 Demonstrated ability to develop assessment tools 1.6 Demonstrated ability to analyse findings on problem analysis. 1.7 Demonstrated ability to identify relevant and advocacy partners
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	1.8 Demonstrated ability to strengthen advocacy partnerships 1.9 Demonstrated ability to conduct planning and review meetings 1.10 Demonstrated ability to identify advocacy objectives 1.11 Demonstrated ability to prepare work plans and budgets 1.12 Demonstrated ability to implement advocacy plans 1.13 Demonstrated ability to document advocacy and lobbying activities 1.14
2. Resource implications	2.1 A functional operations office 2.2 Work plans 2.3 Maps 2.4 Transport means 2.5 Computer 2.6 Internet connectivity
3. Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.5 Third party report 3.6 Interview 3.7 Written test
4 Context of Assessment	Competency may be assessed individually 4.1 on-the-job 4.2 off-the-job 4.3 workplace experience
5 Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

CARRY OUT CRISIS AND DISASTER MANAGEMENT

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

UNIT DESCRIPTION

This unit specifies the competencies required to carry out crisis and disaster management. It involves establishing crisis/disaster nature, initiating crisis and disaster partnerships, contacting crisis and disaster links, developing crisis and disaster preparedness, mobilizing response resources and carrying out crisis/disaster intervention measures. It also includes evaluating prevention and response implementation plan and documenting disaster/crisis management.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Establish crisis/disaster nature	1.1 Existing disasters are profiled as per SOPs. 1.2 Existing disasters are categorised as per the profile 1.3 Early warning signs are identified and documented as per organisation policy 1.4 Prevalence of disaster is determined as per the documentation
2. Initiate crisis and disaster partnership Contact crisis and disaster links.	2.1 Crisis and disaster partnership partners are identified as per organisation policy 2.2 collaborative crisis and disaster partnership are strengthened and established as per organisation policy 2.3 Planning and review meetings are conducted as per the SOPs

3 Develop crisis and disaster preparedness	3.1 An audit on the community disaster prevention and response is carried out as per SOPs 3.2 Capacity gaps are identified as per the audit 3.3 Capacity building plan is developed as per organisation policy 3.4 Plan is implemented as per organisation policy 3.5 A costed prevention and response plan is developed as per organisation policy
4 Mobilize response resources	4.1 Available resources and resource gaps are identified as per organisation policy 4.2 Potential resource providers are identified as per resource gaps' 4.3 Resources to implement the plan are mobilised as per organisation policy
5 Carry out crisis/disaster intervention measures	5.1 Disaster risk reduction measures implemented as per organisation policy. 5.2 Disaster response measures are implemented as per organisation policy 5.3 Disaster risk measures are implemented as per organisation policy. 5.4 Monitoring and review of response and reduction plan is carried out as per organisation policy
6 Evaluate the disaster prevention and response implementation plan	6.1 Evaluation schedules are prepared as per the organisation policy 6.2 Evaluation tools are prepared as per organisation policy 6.3 Evaluation is conducted as per the prepared tools. 6.4 Evaluation report prepared as per organisation policy 6.5 Report is disseminated as per organisation policy
7 Document disaster/crisis management	7.1 Documentation procedures are identified as per SOPs. 7.2 Documents are stored as per organisation policy 7.3 Documentation plan prepared as per the organization policy. 7.4 Documentation tools are prepared as per organisation policy

	7.5 Documentation analysis is conducted as per the organization policy
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RANGE

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

VARIABLE	RANGE
	<i>May include but not limited to:</i>
1. Disaster prevention and response plan	May include but not limited to: - Profiling of potential risks/disasters - Prevention measures • Response measures - Rapid assessment tools • Safeguarding policies
	• •

2. Disaster risk measures

- Assessment of prevention and response measures
- Capacity building
- Contingency planning

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy

- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work

- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
-

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to profile existing disasters 1.2 Demonstrated ability to categorise existing disasters 1.3 Demonstrated ability to identify and document early warning signs 1.4 Demonstrated ability to determine preference of disaster 1.5 Demonstrated ability to identify crisis and disaster partnerships 1.6 Demonstrated ability to conduct review meetings 1.7 Demonstrated ability to carry out an audit of the community disaster prevention and response 1.8 Demonstrated ability to carry out capacity building 1.9 Demonstrated ability to prepare a prevention
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	and response plan 1.10 Demonstrated ability to mobilise resources 1.11 Demonstrated ability to evaluate the prevention and response implementation plan 1.12 Demonstrated ability to document disaster/crisis management
2. Resource implications	The following resources should be provided: 2.1 A functional office 2.2 A fully equipped simulated operations training office 2.3 Resource persons
3. Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test
4. Context of Assessment	Competency may be assessed individually 4.1 On-the-job 4.2 Off-the-job 4.3 Workplace experience
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

COORDINATE CONFLICT RESOLUTION AND MANAGEMENT

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

UNIT DESCRIPTION:

This unit describes the competencies required to coordinate conflict resolution and management. It involves identifying target group, establishing conflict causes, developing conflict resolution measures, monitoring conflict resolution process, managing community conflicts and documenting conflict resolution and management activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Identification of target group.	1.1 Inception and introductory meeting conducted as per organisation policy 1.2 Selection criteria for target population developed as per organisation policy 1.3 Selection criteria is applied as per organisation policy 1.4 Mobilization of the target group is done as per the selection criteria
2. Establish conflict causes	2.1 Assessment tools for both primary and secondary data sources developed as per SOPs 2.2 Assessment Tools are administered as per SOPs 2.3 Findings are documented as per organisation policy 2.4 Findings are analysed as per SOPs 2.5 Report is prepared as per SOPs. 2.6 Information is disseminated as per organisation policy
3. Develop conflict resolution measures	3.1 Relevant stakeholders mobilised as per organisation policy 3.2 Conflict resolution program formulation meeting conducted as per organisation policy 3.3 The program is formulated as per SOPs. 3.4 Implementation plan formulated as per the programme

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	3.5 Implementation plan shared as per organisation policy 3.6 Resources are shared as per organisation policy 3.7 Plan is Implemented as per organisation policy
4. Monitor conflict resolution process	4.1 Monitoring tools are developed as per SOPs 4.2 Monitoring tools are implemented as per organisation policy 4.3 Review of conflict resolution measures is done as per organisation policy
5. Manage community conflict	5.1 <i>Peace building programs</i> are formulated based on the type of conflicts 5.2 Peace building programs are implemented as per community conflicts 5.3 Peace building programs are reviewed as per organisation policy
6. Document conflict resolution and management activities	6.1 Documentation procedures are identified as per SOPs 6.2 Documents are Stored as per organisation policy 6.3 Documentation plan prepared as per the organization policy. 6.4 Documentation tools are prepared based on the documentation plan 6.5 Documentation analysis is conducted as per the organization policy

RANGE

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

Variable	Range <i>May include but not limited to:</i>
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Variable	Range <i>May include but not limited to:</i>
1. Peace building programs	• School based peace education programmes • Community peace programmes • Peace building meetings • Healing and reconciliation process
2 Conflict resolution programs	• Mediation

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Conflict resolution

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply

- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1.Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to mobilize target groups in conflict resolution 1.2 Demonstrated ability to develop selection criteria to identify target group 1.3 Demonstrated ability to apply selection criteria 1.4 Demonstrated ability to develop assessment tools for both primary and secondary data sources 1.5 Demonstrated ability to administer assessment tools 1.6 Demonstrated ability to analyse findings 1.7 Demonstrated ability to prepare reports 1.8 Demonstrated ability to disseminate information 1.9 Demonstrated ability to formulate conflict resolution programmes 1.10 Demonstrated ability to implement conflict resolution programmes 1.11 Demonstrated ability to develop monitoring tools 1.12 Demonstrated ability to review conflict resolution measures 1.13 Demonstrated ability to document conflict resolution and management activities.
2.Resource implications	The following resources should be provided 2.1 A functional office 2.2 fully equipped simulated training office
3.Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test
4.Context of Assessment	Competency may be assessed individually 4.1 On-the-job 4.2 Off-the-job 4.3 Workplace experience

5.Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector
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PERFORM HOME BASED CARE AND SUPPORT

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

UNIT DESCRIPTION

This unit describes the competencies required to perform home based care and support. It involves identifying community health structures and partners, conducting home based care needs assessment, mobilizing required resources for home-based care, undertaking home visits, carrying out support advocacy, monitoring client's performance and documenting home based care and support activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Identify community health structures and partners	1.1 Mapping of relevant partners is done as per organization policy 1.2 Collaborative linkages with partners and structures are established as per organization partners 1.3 Planning and review meetings are conducted as per SOPs
2. Conduct home based care needs assessment	2.1 Assessment tools are identified and developed in collaboration with the ministry of health as per SOPs. 2.2 Targeting of the beneficiaries is done as per organization policy 2.3 Assessment tools are administered as per SOPs 2.4 Data collected is analyzed as per SOPs. 2.5 Assessment report is prepared as per organization policy 2.6 Dissemination of report findings is carried out as per organization policy
3. Mobilize required resources for home-based care	3.1 Local and external stakeholders mapping and analysis is done as per organisation policy 3.2 Stakeholders directory is prepared as per organisation policy 3.3 Mobilization of resources from the stakeholders

	is done as per organisation policy
4. Undertake home visits	4.1 Individual care plans are developed in collaboration with ministry of health as per SOPs, 4.2 Resources are allocated based on the care plan 4.3 Individual Plan is implemented based on the allocated resources
5. Carry out support advocacy	5.1 Advocacy plan is developed as per organisation policy 5.2 Community mobilization is done as per organisation policy 5.3 Advocacy plan is implemented as per organisation policy 5.4 Advocacy is monitored and reviewed as per organisation policy 5.5 Advocacy report is prepared and shared as per organisation policy
6. Monitor client's performance	6.1 Indicators aligned to the individual care plan are identified as per SOPs. 6.2 Indicators are tracked based on the care plan 6.3 Indicators are analysed based on the care plan 6.4 Report is prepared as per organisation policy 6.5 Necessary referrals are executed as per SOPs
7. Document home based care and support activities.	7.1 Documentation procedures are identified as per SOPs 7.2 Documents are stored as per organisation policy 7.3 Documentation plan prepared as per the organization policy. 7.4 Documentation tools are prepared as per the documentation plan. 7.5 Documentation analysis is conducted as per the organization policy.

RANGE OF VARIABLES

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

VARIABLE	RANGE
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1. Individual care plans (ICP)	May include but not limited to: • Assessment of the client/patient's needs • Identification of effective interventions • Identification of resources • Resource allocation • Review of ICP
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REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Basic counselling
- Interpersonal relation
- Planning and prioritization
- Empathy
- Self-awareness
- First aid
- Critical thinking
- Health and nutrition
- Team work
- People management
- Basic nursing
- Decision making
- Emotional intelligence
- Health and sanitation
- compassion

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research and research methods
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics

- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

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

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to identify community health structures 1.2 Demonstrated ability to map relevant partners 1.3 Demonstrated ability to establish collaborative partners 1.4 Demonstrated ability to develop assessment tools for home-based care needs assessment 1.5 Demonstrated ability to collect data and prepare reports 1.6 Demonstrated ability to mobilise resources required for home-based care 1.7 Demonstrated ability to develop and implement individual care plan 1.8 Demonstrated ability to develop, implement and monitor advocacy plan 1.9 Demonstrated ability to identify indicators aligned to the individual care plan 1.10 Demonstrated ability to execute referrals 1.11 Demonstrated ability to document home based care and support activities
2. Assessment Resource Implications	The following resources should be provided: 2.1 A functional office 2.2 A fully equipped simulated operations training office
3. Methods of Assessment	Competency in this unit must be assessed through 3.1 Written tests 3.2 Observation 3.3 Oral tests 3.4 Third party report
4. Context of Assessment	Competency may be assessed individually 4.1 On-the-job 4.2 Off-the-job 4.3 Combination of both
5. Guidance information for	Holistic assessment with other units relevant to the industry

assessment	sector, workplace and job role is recommended.
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COORDINATE REHABILITATION PROGRAMMES

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

UNIT DESCRIPTION

This unit describes the competencies required to coordinate rehabilitation programmes. It involves establishing social economic maladjustment causes, types and social economic impacts, creating family and societal linkages/referrals, assessing clients' needs, carrying out client rehabilitation plan. It also includes integrating client to the society, monitoring clients' progress and home environment and evaluating client rehabilitation activities and follow up.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. Bold and italicized terms are elaborated in the Range.
1. Establish social economic maladjustment causes, types and social economic impacts	1.1 Problem identification is done as per SOPs 1.2 Objectives of the study are formulated as per organisation policy 1.3 Data collection tools are prepared as per SOPs 1.4 Sample group is identified based on the objective of the study 1.5 Data collection tools are administered as per SOPs 1.6 Methodology is established based on the tools 1.7 Data is collected based on methodology 1.8 Report is prepared as per SOPs 1.9 Report is shared as per organisation policy
2. Create family and society linkages/referrals	2.1 Stakeholders mapping is carried out as per organisation policy 2.2 Stakeholder directory is prepared as per organisation policy 2.3 Stakeholders mobilization is carried out as per organisation policy 2.4 Joint action planning and review meetings are conducted as per organisation policy 2.5 Validation of reports findings is done as per

	organisation policy 2.6 Report is disseminated as per organisation policy
3. Assess clients' needs	3.1 Formulation of assessment tools for various <i>categories of maladjustment issues (offenders, alcoholism)</i> is done as per SOPs 3.2 Assessment plan is carried out as per organisation policy 3.3 Needs are analysed based on the assessment 3.4 Executive reports is prepared as per SOPs 3.5 Report is shared as per organisation policy
4. Carry out client rehabilitation	4.1 Individual treatment plan is developed based on the needs of the client 4.2 Necessary referrals and linkages are done based on the needs of the client 4.3 Client contracting is done based on the treatment plan 4.4 Required resources are allocated based on the treatment plan 4.5 Individual treatment plan is implemented based on the available resources and needs
5. Integrate client to the society	5.1 Social inquiry/investigation is conducted as per SOPs 5.2 Social inquiry report is prepared as per SOPs 5.3 Home environment/community treatment plan is formulated as per organisation policy 5.4 Home environment/community treatment plan is implemented as per the client 5.5 Home environment/community treatment plan is reviewed based on the client's progress 5.6 Family reintegration meetings are conducted as per organisation policy

	5.7 Client reintegration is carried out as per SOPs
6. Monitor clients progress and home environment	6.1 Monitoring plan is developed as per SOPs 6.2 The monitoring plan is aligned to the individual treatment and home environment as per organisation policy 6.3 Monitoring plan is implemented as per client's progress 6.4 Individual clients is reviewed based on the monitoring plan
7. Evaluate client rehabilitation activities	7.1 Evaluation plan are developed as per SOPs 7.2 Evaluation tools developed based on the plan 7.3 Administration of evaluation tools is done as per the plan 7.4 Analysis of information gathered is carried out as per SOPs 7.5 Evaluation report is prepared as per organisation policy
8. Follow up	8.1 Follow up plan is formulated as per organisation policy 8.2 Follow up tools are developed based on the follow up plan 8.3 Follow up tools are administered as per SOPs 8.4 Review meetings with individual treatment plan team is conducted as per organisation policy 8.5 Revision of the follow up plan is done/referrals where necessary is carried out as per SOPs 8.6 Disengagement after two years is done as per SOPs

RANGE OF VARIABLES

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

VARIABLE	RANGE
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1. categories of maladjustment issues	• Offenders • Alcoholism • Drug addicts • Sex addicts
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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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
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Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics

- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Demonstrated ability to collect and analyse data 1.2 Demonstrated ability to establish social economic maladjustment causes, types and social economic impacts 1.3 Demonstrated ability to carry out stakeholders mapping to create linkages 1.4 Demonstrated ability to carry out stakeholder's mobilization 1.5 Demonstrated ability to conduct meetings 1.6 Demonstrated ability to analyse findings and prepare reports 1.7 Demonstrated ability to formulate and administer assessment tools 1.8 Demonstrated ability to analyse categories of maladjustment issues 1.9 Demonstrated ability to develop and implement individual treatment plan 1.10 Demonstrated ability to conduct referrals and linkages 1.11 Demonstrated ability to integrate client to the society 1.12 Demonstrated ability to develop and implement monitoring plan 1.13 Demonstrated ability to evaluate client's rehabilitation activities 1.14 Demonstrated ability to formulate and implement follow up plan 1.15 Demonstrated ability to review the follow up plan 1.16 Demonstrated ability to carry out disengagement
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office

	2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.1 on-the-job 4.2 off-the-job 4.3 combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CARRY OUT CHILD WELFARE PROGRAMMES

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

UNIT DESCRIPTION

This unit cover the competencies required to carry out child welfare programmes. It involves identifying child welfare problem, assessing child welfare problem, creating child welfare networks, developing child protection; prevention and response plan, conducting home assessment and carrying out child problem remedy. It also includes undertaking follow up activities and documenting child welfare programs.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Identify child welfare problem.	1.1 Tools are developed as per organization policy 1.2 Tools to analyze child welfare problems are administered as per work place procedures. 1.3 Report findings are analyzed as per SOPs 1.4 Report is shared with the host ministry and partners as per SOPs
2. Assess child welfare problem	2.1 Assessment tools are developed as per SOPs 2.2 The number of children affected is assessed as per using the tools developed 2.3 Impact of the problem is determined based on the assessment 2.4 Prevention services available and responses are established as per organisation policy 2.5 Report is prepared as per organisation policy 2.6 Report is disseminated as per organisation policy

3. Create child protection networks	3.1 Mapping of existing child protection networks is carried out as per organization policy 3.2 Directory is developed as per organization policy 3.3 Referrals are established based on the directory 3.4 Reporting mechanism is done in line with the organization policy. 3.5 Management and coordination of child protection networks is determined as per SOPs 3.6 Planning and review meetings is done as per organization policy.
4. Develop a child protection, prevention and response plan	4.1 Child protection policy is developed as per legal protection laws 4.2 Child abuse protection programme is developed as per organisation policy 4.3 Child abuse response program is developed as per SOPs 4.4 Monitoring and evaluation framework is established as per organization policy. 4.5 Resource mobilization strategies are established as per organization policy
5. Conduct home assessment	5.1 Assessment tools to conduct social enquiry/investigation for both children in need of care and conflict with law are developed as per SOPs 5.2 Social enquiry is conducted as per organisation policy 5.3 Findings are analysed based on the social enquiry 5.4 Report is prepared as per organisation

6. Carry out child problem remedy	6.1 Parents and caregivers are empowered to give adequate prevention and support as per SOPs. 6.2 Community based child protection systems are strengthened as per organisation policy 6.3 Formal child protection are strengthened as per organisation policy 6.4 Networking and collaboration of child protection policy is enhanced as per organisation policy 6.5 Referrals and reporting pathways are established and strengthened as per SOPs 6.6 Children are empowered with life skills as per SOPs 6.7 An individual care plan for children in need of protection is developed as per SOPs 6.8 Treatment plan for children in conflict with the law are developed and implemented as per organisation policy
7. Undertake follow up activities	7.1 Child protection activities are monitored as per SOPs 7.2 Individual care plan and treatment plan is reviewed as per organisation policy. 7.3 Joint monitoring and reporting of the child protection systems (area advisory council) are implemented as per organisation policy
8. Document child welfare programmes	8.1 Documentation procedures are identified as per SOPs 8.2 Documents are Stored. 8.3 Documentation plan prepared as per the organization policy. 8.4 Documentation tools are prepared as per organisation policy 8.5 Documentation analysis is conducted as per the organization policy.

RANGE OF VARIABLES

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

VARIABLE	RANGE
Empowerment	Economic empowerment Parenting education - Public education programs on child protection Establishment of community-based referral and reporting mechanisms

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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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development

- Child welfare programmes
- Nutrition and food supply

- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to develop and administer tools to identify child welfare problem 1.2 Demonstrated ability to prepare, analyse and share reports 1.3 Demonstrated ability to develop and administer tools to assess child welfare problems 1.4 Demonstrated ability to map existing child protection networks and created their directory 1.5 Demonstrated ability to establish referrals 1.6 Demonstrated ability to manage and coordinate child protection networks 1.7 Demonstrated ability to develop child protection policy 1.8 Demonstrated ability to conduct social enquiry and prepare a report on home assessment 1.9 Demonstrated ability to empower parents and caregivers 1.10 Demonstrated ability to strengthen child protection systems 1.11 Demonstrated ability to establish referrals and reporting pathways 1.12 Demonstrated ability to empower children in need of support 1.13 Demonstrated ability to undertake follow up activities 1.14 Demonstrated ability to document
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	child welfare programmes
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.4 On-the-job 4.5 Off-the-job 4.6 Combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CONDUCT CASE MANAGEMENT

UNIT CODE: BUS/OS/SW/CR/11/6

UNIT DESCRIPTION

This unit describes the competencies required to conduct case management. It involves initiating case management process, creating client confidence, identifying client's problems/needs, developing case management plan, mobilizing case management resources and executing case management plan. It also entails conducting case management follow up and monitoring, evaluating case management outcomes, preparing case management report, disengaging case management process and finalizing or referring case management.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Initiate case management process	1.1 Cases are categorized as per SOPs 1.2 Casework for each category is formulated as per legal implications 1.3 Case management for each category is developed as per organization policy 1.4 Public awareness is carried out as per organization policy
2. Create client confidentiality.	2.1 <i>Intake session</i> is conducted as per SOPs 2.2 The intake report is prepared as per organization policy

3. Identify Clients Problems/Needs	3.1 Relevant assessment tools are developed as per SOPs 3.2 Assessment is conducted and analyzed as per organization policy 3.3 Report is prepared as per organization policy
4. Develop Case Management Plan	4.1 Client's needs are identified as per organization policy 4.2 Intervention measures are formulated as per SOPs 4.3 Clients roles are identified based on the intervention measures 4.4 Resource required are identified based on the case 4.5 Timelines is established based on intervention measures
5. Mobilize Case Management Resources	5.1 Mapping relevant stakeholders is conducted as per organization policy 5.2 Resources among stakeholders are identified as per organization policy 5.3 Stakeholder's directory is created as per organization policy 5.4 Planning and review meetings are conducted as per organization policy
6. Execute Case Management Plan	6.1 Case management planning meeting is conducted as per organisation policy 6.2 Case management resources are allocated as per organisation policy 6.3 Case management plan is implemented based on the resources allocated

7. Conduct Case Management follow up and monitoring	7.1 Case management review plan progress is monitored as per organisation policy 7.2 Case management review meetings are conducted as per organisation policy 7.3 Progress reports are prepared as per organisation policy 7.4 Recommendations are implemented as per SOPs
8. Evaluate case management outcomes	8.1 Case management evaluation plan is developed as per organisation policy 8.2 Case management evaluation tools are developed as per organisation policy 8.3 Administration of case management evaluation tools is done as per organisation policy 8.4 Case management analysis of information gathered is carried out as per organisation policy 8.5 Case management evaluation report is prepared as per organisation policy
9. Prepare case management report	9.1 Relevant information is gathered as per organisation policy 9.2 Financial report is prepared based on the gathered information 9.3 Final case management report is compiled as per organisation policy 9.4 Final reports are shared depending on the cases under management
10. Disengage case management process	10.1 The exit strategy is formulated based on each case 10.2 The exit strategy is implemented as per organisation policy 10.3 Review of the exit strategy is carried out as per organisation strategy 10.4 Report is prepared as per organisation strategy

11. Finalize or refer case management	11.1 Termination session is conducted as per SOPs 11.2 Individual plan is reviewed as per organisation policy 11.3 Referral is recommended based on the case under management
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RANGE OF VARIABLES

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

VARIABLE	RANGE
1. Intake session	Create a rapport Request for client background information • Presenting problem Explanation of the processes and procedures • Identify and manage expectation

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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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work

- People management
- Coordination
- Organizational
- Decision making

- Emotional intelligence
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Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to identify and categorise cases 1.2 Demonstrated ability to develop a case management plan 1.3 Demonstrated ability to conduct public awareness 1.4 Demonstrated ability to conduct intake session 1.5 Demonstrated ability to develop and administer assessment tools 1.6 Demonstrated ability to prepare reports 1.7 Demonstrated ability to develop intervention measures 1.8 Demonstrated ability to establish timelines and resources for case management 1.9 Demonstrated ability to map relevant stakeholders 1.10 Demonstrated ability to create
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	stakeholder's directory 1.11 Demonstrated ability to plan and conduct meetings 1.12 Demonstrated ability to conduct case management follow up and review 1.13 Demonstrated ability to develop case management evaluation plan 1.14 Demonstrated ability to develop and administer case evaluation tools 1.15 Demonstrated ability to formulate, implement and review an exit strategy 1.16 Demonstrated ability to conduct a termination session 1.17 Demonstrated ability to conduct case management referrals
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.1 On-the-job 4.2 Off-the-job 4.3 Combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

MANAGE COMMUNITY-BASED GROUPS

UNIT CODE: BUS/OS/SW/CR/12/6

UNIT DESCRIPTION

This unit describes the competencies required to manage community-based groups. It involves identifying target group, mobilizing target group, planning group meeting, organizing group leadership, developing group objectives, planning group activities, carrying out capacity assessment and carrying out group activities. It also entails monitoring, evaluating and documenting group activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Identify target group	1.1 Contact with social development officer is established as per SOPs. 1.2 Assessment tools are developed as per organization policy 1.3 Assessment tools are administered as per organization policy. 1.4 Assessment report is prepared as per the organization policy. 1.5 Target group is identified as per organization policy 1.6 Project area for a new group is identified as per organization policy 1.7 Gender assessment is done as per SOPs 1.8 Problem analysis is done as per organization policy 1.9 Recruitment of new members is carried out as per organization policy

2. Mobilize target group	2.1 Key contact person is identified as per organization policy 2.2 Sensitization of most key important person is conducted as per organization policy 2.3 Mobilization plan is implemented as per organization policy 2.4 Registration of members is done as per organization policy
3. Plan group meetings	3.1 Agenda is prepared as per SOPs 3.2 Date of the meetings is set as per the group regulations 3.3 Venue of the meeting is identified and confirmed based on availability 3.4 Meeting notice and invitations are issued to members as per organization policy 3.5 Group guidelines are established as per objectives 3.6 Meeting is conducted as per group guidelines 3.7 Minutes of the meeting are compiled as per SOPs 3.8 Meeting minutes are shared as per organization policy
4. Organize group leadership	4.1 Group leadership positions are established by members as per organization policy 4.2 Roles of each position are defined as per organization policy 4.3 Tenure of office is determined as the group rules 4.4 Elections are conducted as per the group by laws 4.5 Orientation of elected leaders is done as per the set group rules 4.6 Assumption of office is done as per the group rules

5. Develop group objectives	5.1 Problem analysis is conducted as per organization policy 5.2 Objectives are developed in line with identified problem 5.3 Objectives are documented as per organization policy
6. Plan group activities	6.1 Activities are developed in line with set objectives. 6.2 Resources required for each activity are identified as per the set objectives 6.3 Activity implementation plan is developed as per organization policy 6.4 Implementation task force is established as per organization policy
7. Capacity assessment	7.1 Capacity assessment tools are developed as per SOPs 7.2 Capacity assessment is conducted based on the developed tools 7.3 Results are analyzed as per SOPs 7.4 Reports is prepared as per SOPs 7.5 Feedback meeting is held as per organization policy 7.6 Capacity building plan is developed as per organization policy 7.7 Capacity building plan is implemented as per organization policy 7.8 The capacity building plan is monitored and reviewed as per organization policy
8. Carryout group activities	8.1 Resources needed are mobilized as per organization policy 8.2 Resources are allocated as per organization policy 8.3 Activity plan is executed/ implemented as per organization policy 8.4 Activity progress report is prepared as per organization policy

9. Monitor group activities	9.1 Monitoring tools are developed as per SOPs 9.2 Monitoring team is established as per organization policy 9.3 Monitoring is conducted based on the tools developed 9.4 Monitoring report is prepared and shared as per organization policy 9.5 Activity review is done when necessary
10. Evaluate group activities.	10.1 Evaluation plan, tools and team are established as per organisation policy 10.2 Evaluation is conducted as per the set tools 10.3 Evaluation report is prepared and shared as per organisation policy 10.4 Recommendations are reviewed as per organization policy 10.5 Group activities are reviewed where necessary. 10.6 Performance of group is established as per organization policy
11. Document group activities	11.1 Documentation tools are prepared as per organization policy 11.2 Documentation plan prepared as per the organization policy. 11.3 Documentation procedures are identified as per SOPs 11.4 Documentation analysis is conducted as per the organization policy 11.5 Documents are stored as per organisation policy

RANGE OF VARIABLES

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

VARIABLE	RANGE
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Assessment tools	• Activities of the group • Contact of the group • Year of registration • Type of the group • Name of the group. • Group membership
Key contact person	• Community leaders • Community workers • Religious leaders • Political leaders
Capacity assessment tools	• Organization capacity • PESTEL • SWOT • By laws
Meeting notice and invitations	• Dates • Venue • Time • Agenda
Objectives	• Specific • Measurable • Achievable • Realistic • Time bound

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:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination

- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research and research methods
- Group dynamics
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting

EVIDENCE GUIDE

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

1.Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to establish contacts with the social development officer 1.2 Demonstrated ability to develop and administer assessment tools 1.3 Demonstrated ability to prepare reports 1.4 Demonstrated ability to identify target group for a project 1.5 Demonstrated ability to carry out gender assessment 1.6 Demonstrated ability to identify key contact persons in a group project 1.7 Demonstrated ability to carry out sensitization, mobilization and registration of new group members 1.8 Demonstrated ability to conduct meetings
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	1.9 Demonstrated ability to establish group leadership positions and roles 1.10 Demonstrated ability to conduct group elections 1.11 Demonstrated ability to develop group objectives 1.12 Demonstrated ability plan group activities 1.13 Demonstrated ability to conduct capacity assessment 1.14 Demonstrated ability to implement group activities 1.15 Demonstrated ability to monitor group activities 1.16 Demonstrated ability to develop and administer evaluation tools 1.17 Demonstrated ability to document group activities
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4. Context of Assessment	Competency may be assessed individually: 4.1 On-the-job 4.2 Off-the-job 4.3 Combination of both
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.