REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

OFFICE ADMINISTRATION

LEVEL 5

TVET CDACC
P.O. BOX 15745-00100
NAIROBI

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 the achievement of 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 into 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 programs.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this Curriculum was developed for the purpose of developing a competency-based curriculum for Office Administration Level 5. This curriculum will also be the basis for assessment of an individual for competence certification.

It is my conviction that this curriculum will play a great

role towards development of competent human resource for the office administration sector's growth and sustainable development.

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

PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, "middle-income country providing a high-quality life to all its citizens by the year 2030." Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 4 of 2016 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with office administration Sector Skills Advisory Committee (SSAC), have developed this curriculum for an office administration technician. This curriculum will be the basis for development of competency-based curriculum for office administration management Level

5. The curriculum is designed and organized with clear performance criteria for each element of a unit of competency.

I am grateful to the council members, council secretariat, office administration SSAC, expert workers and all those who participated in the development of this curriculum.

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

ACKNOWLEDGMENT

This Curriculum was 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 input towards the development of this curriculum.

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

My gratitude also goes to NEPAD Planning and Coordinating Agency (NPCA) of the Africa Union Commission and German Ministry of Economic Cooperation and Development (BMZ) through its implementing agency German International Cooperation (GIZ) GmbH which enabled the development of this curriculum through the CAADP ATVET project.

I also appreciate the office of the National Coordinator of GIZ CAADP ATVET Project which was instrumental in the cooperation between the project team, Ministry of

Agriculture, Livestock and Fisheries (MoALF) and Ministry of Education. I acknowledge all other institutions which in one way or another contributed to the development of this curriculum.
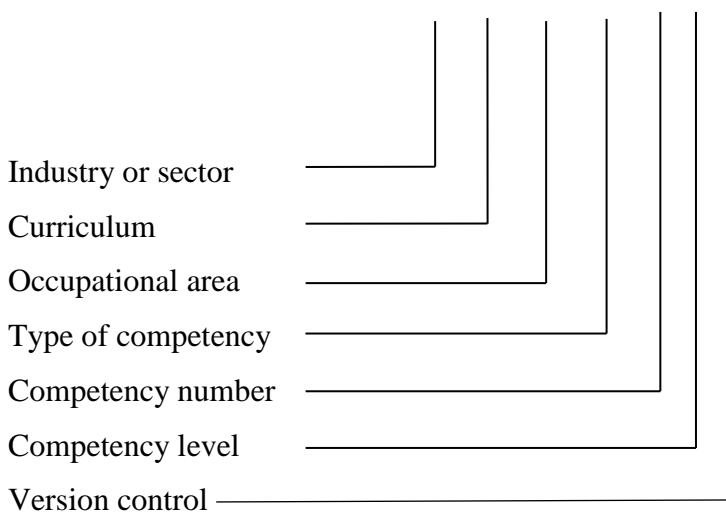

CHAIRMAN,
OFFICE ADMINISTRATION SECTOR SKILLS
ADVISORY COMMITTEE

ACRONYMS

ATVET   Agricultural Technical and Vocational Education and Training

BC   Basic Competency

CAADP   Comprehensive Africa Agricultural Development Programme

CDACC   Curriculum Development, Assessment and Certification Council

CR   Core Competency

GIZ   German International Cooperation

HO   Office administration Sector

ICT   Information Communication Technology

KNQA   Kenya National Qualifications Authority

MoALF   Ministry of Agriculture, Livestock and Fisheries

NEMA   National Environmental Management Authority

NM   Nursery Manager

OS   Occupational Curriculum

OSHA   Occupation Safety and Health Act

OSHS   Occupation Safety and Health Curriculum

PPE   Personal Protective Equipment

SSAC   Sector Skills Advisory Committee

SOPs   Standard Operating Procedures

TVET   Technical and Vocational Education and Training

KEY TO UNIT CODE

BUS/CU/OA/BC /01 /5/A

Industry or sector

Curriculum

Occupational area

Type of competency

Competency number

Competency level

Version control

Contents

COURSE OVERVIEW

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

The qualification consists of the following basic and core competencies:

BASIC UNITS OF LEARNING

Unit Code	Unit Title	Duration in hours	Credit Factors
BUS/OS/OA/BC/01/5	Communication Skills	40	4
BUS/OS/OA/BC/02/5	Numeracy Skills	40	4
BUS/OS/OA/BC/03/5	Digital Literacy	40	4
BUS/OS/OA/BC/04/5	Entrepreneurial Skills	40	4
BUS/OS/OA/BC/05/5	Employability Skills	40	4

BUS/OS/OA/BC/06/5	Environmental Literacy	40	4
BUS/OS/OA/BC/07/5	Occupational Safety and Health Practices	40	4
Total		**280**	**28**

COMMON UNITS OF COMPETENCIES

Unit Code	Unit Title	Duration in hours	Credit factors
BUS/CU/OA/CC/01/5	Shorthand Skills	90	9
BUS/CU/OA/CC/02/5	ICT Skills	92	9.2
Total		**182**	**18.2**

CORE UNITS OF LEARNING

Unit Code	Unit Title	Duration in hours	Credit Factors
BUS/CU/OA/CR/01/5	Front Office Operations	90	9
BUS/CU/OA/CR/02/5	Office Mail Management	80	8
BUS/CU/OA/CR/03/5	Office Documents Filing	78	7.8

Unit Code	Unit Title	Duration in hours	Credit Factors
BUS/CU/OA/CR/04/5	Official Meeting Coordination	80	8
Unit Code	**Unit Title**	**Duration in hours**	**Credit Factors**
BUS/CU/OA/CR/05/5	Office Security Management	74	7.4
BUS/CU/OA/CR/06/5	Telephone Calls Management	98	9.8
BUS/CU/OA/CR/07/5	Computerized Document Processing	88	8.8
	Industrial Attachment	360	36
Total		**948**	**94.8**
Grand total		**1410**	**141**

BASIC UNITS OF LEARNING

COMMUNICATION SKILLS

UNIT CODE: BUS/CU/OA/BC/01/5

Relationship to Occupational Standards
This unit addresses the unit of competency: Demonstrate communication skills

Duration of Unit: 25 hours

Unit Description
This unit describes the competencies required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate discussion with groups and contribute to the development of communication strategies.

Summary of Learning Outcomes
1. Meet communication needs of clients and colleagues
2. Contribute to the development of communication strategies
3. Conduct interviews
4. Facilitate group discussions
5. Represent the organization

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Meet communication needs of clients and colleagues	• Communication process • Modes of communication • Medium of communication • Effective communication • Barriers to communication • Flow of communication • Sources of information • Organizational policies • Organization requirements for written and electronic communication methods • Report writing • Effective questioning techniques (clarifying and	• Observation • Oral

		probing)	
		• Workplace etiquette	
		• Ethical work practices in handling communication	
		• Active listening	
		• Feedback	
		• Interpretation	
		• Flexibility in communication	
2.	Contribute to the development of communication strategies	• Dynamics of groups	• Written
		• Styles of group leadership	• Observation
		• Openness and flexibility in communication	
		• Communication skills relevant to client groups	

3.	Conduct interviews	• Types of interview • Establishing rapport • Facilitating resolution of issues • Developing action plans	• Written • Observation
4.	Facilitate group discussions	• Identification of communication needs • Dynamics of groups • Styles of group leadership • Presentation of information • Encouraging group members participation • Evaluating group communication strategies	• Written • Observation

5. Represent the organization	• Presentation techniques • Development of a presentation • Multi-media utilization in presentation • Communication skills relevant to client groups	• Observation • Written

Suggested Delivery Methods
- Interview
- Role playing
- Observation
- Viewing of related videos

Recommended Resources
- Desktop computers/laptops
- Internet connection
- Projectors
- Telephone

NUMERACY SKILLS

UNIT CODE: BUS/CU/OA/BC/02/5

Relationship to Occupational Standards:
This unit addresses the unit of competency: Demonstrate numeracy skills
Duration of Unit: 40 hours

Unit Description

This unit covers the competencies required to perform numerical functions. The person who is competent in this unit shall be able to: Calculate with whole numbers and familiar fractions, decimals and percentages for work; Estimate, measure, and calculate with routine metric measurements for work; Use routine maps and plans for work; Interpret, draw and construct 2D and 3D shapes for work; Interpret routine tables, graphs and charts for work; Collect data and construct routine tables and graphs for work; and Use basic functions of calculator

Summary of Learning Outcomes

1. Calculate with whole numbers and familiar fractions, decimals and percentages for work
2. Estimate, measure and calculate with routine metric measurements for work
3. Use routine maps and plans for work
4. Interpret, draw and construct 2D and 3D shapes

for work

5. Interpret routine tables, graphs and charts for work
6. Collect data and construct routine tables and graphs for work
7. Use basic functions of calculator

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Calculate with whole numbers and familiar fractions, decimals and percentages for work	❑ Interpretation of whole numbers, fractions, decimals, percentages and rates ❑ Calculations involving several steps ❑ Calculation with whole numbers and routine or familiar fractions, decimals and percentages ❑ Conversion between equivalent forms of fractions,	• Oral • Written • Practical test • Observation

	decimals and percentages	
	❑ Application of order of operations to solve multi-step calculations	
	❑ Application of problem solving strategies	
	❑ Making estimations to check reasonableness of problem solving process, outcome and its	

		appropriateness to the context and task □ Use of formal and informal mathematical language and symbolism to communicate the result of a task	

2. Estimate, measure and calculate with routine metric measurements for work	❑ Selection and interpretation of measurement information in workplace tasks and texts ❑ Identification and selection of routine measuring equipment ❑ Estimation and making measurements using correct units ❑ Estimation and calculation using	• Oral • Written • Practical test • Observation

	routine measurements	
	❏ Performing conversions between routinely used metric units	
	❏ Using problem solving processes to undertake tasks	
	❏ Recording information using mathematical language and symbols	

3. Use routine maps and plans for work	❏ Identification of features in routine maps and plans ❏ Symbols and keys used in routine maps and plans ❏ Identification and interpretation of orientation of map to North ❏ Demonstrate understanding of direction and location ❏ Apply	• Oral • Written • Practical test • Observation

| | | simple scale to estimate length of objects, or distance to location or object | |
| | | ❑ Give and receive directions using both formal and informal language | |

4. Interpret, draw and construct 2D and 3D shapes for work	❏ Identify two dimensional shapes and routine three dimensional shapes in everyday objects and in different orientations ❏ Explain the use and application of shapes ❏ Use formal and informal mathematical language and symbols to describe and compare the features	• Oral • Written • Practical test • Observation

	of two dimensional shapes and routine three dimensional shapes	
	❑ Identify common angles	
	❑ Estimate common angles in everyday objects	
	❑ Use formal and informal mathematical language to describe and compare common angles	
	❑ Use common	

	geometric instruments to draw two dimensional shapes ❑ Construct routine three dimensional objects from given nets	

5. Interpret routine tables, graphs and charts for work	❑ Identify routine tables, graphs and charts in predominately familiar texts and contexts ❑ Identify common types of graphs and their different uses ❑ Identify features of tables, graphs and charts ❑ Locate specific information ❑ Perform calculations to interpret	• Oral • Written • Practical test • Observation

	information	
	❑ Explain how statistics can inform and persuade	
	❑ Identify misleading statistical information	
	❑ Discuss information relevant to the workplace	

6. Collect data and construct routine tables and graphs for work	❑ Identify features of common tables and graphs ❑ Identify uses of **different tables and graphs** ❑ Determine data and variables to be collected ❑ Determine audience ❑ Select a method to collect data ❑ Collect data ❑ Collate information in a table ❑ Determine suitable scale and axes	• Oral • Written • Practical test • Observation

	❑ Draft and draw graph to present information ❑ Check that data meets the expected results and context ❑ Report or discuss information using formal and informal mathematical language	

7. Use basic functions of calculator	❑ Identify and use keys for **basic functions on a calculator** ❑ Calculate using whole numbers, money and routine decimals and percentages ❑ Calculate with routine fractions and percentages ❑ Apply order of operations to solve multi-step	• Oral • Written • Practical test • Observation

	calculations	
	❑ Interpret display and record result	
	❑ Make estimations to check reasonableness of problem solving process, outcome and its appropriateness to the context and task	
	❑ Use formal and informal mathematical language and appropriate symbolism	

	and conventions to communicate the result of the task	

Suggested Delivery Methods
- Group discussions
- Demonstration by trainer
- Practical work by trainee
- Exercises

Recommended Resources
- Calculators
- Rulers, pencils, erasers
- Charts with presentations of data
- Graph books
- Dice
- Internet

DIGITAL LITERACY

UNIT CODE: BUS/CU/OA/BC/03/5

Relationship to Occupational Standards
This unit addresses the Unit of Competency: Demonstrate digital literacy

Duration of Unit: 45 hours

Unit Description
This unit describes competencies required to use a computer and other digital devices for the purposes of communication, work performance and management at the workplace.

Summary of Learning Outcomes
1. Identify computer software and hardware
2. Apply security measures to data, hardware, software in automated environment
3. Apply computer software in solving tasks
4. Apply internet and email in communication at workplace
5. Apply desktop publishing in official assignments
6. Prepare presentation packages

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identify computer hardware and software	❑ Concepts of ICT ❑ Functions of ICT ❑ History of computers ❑ Components of a computer ❑ Classification of computers	• Written tests • Oral presentation • Observation

2. Apply security measures to data, hardware and software	❑ Data security and control ❑ Security threats and control measures ❑ Types of computer crimes ❑ Detection and protection against computer crimes ❑ Laws governing protection of ICT	• Written tests • Oral presentation • Observation • Project

3.	Apply computer software in solving tasks	❑ Operating system ❑ Word processing ❑ Spread sheets ❑ Data base design and manipulation ❑ Data manipulation, storage and retrieval	• Oral questioning • Observation • Project
4.	Apply internet and email in communication at workplace	❑ Computer networks ❑ Network configurations ❑ Uses of internet ❑ Electronic mail (e-mail) concept	• Oral questioning • Observation • Oral presentation • Written report

5.	Apply desktop publishing in official assignments	❑ Concept of desktop publishing ❑ Opening publication window ❑ Identifying different tools and tool bars ❑ Determining page layout ❑ Opening, saving and closing files ❑ Drawing various shapes using DTP ❑ Using colour pellets to enhance a document ❑ Inserting text frames ❑ Importing and exporting text ❑ Object linking and embedding	• Oral questioning • Observation • Oral presentation • Written report • Project

	❑ Designing of various publications ❑ Printing of various publications	
6. Prepare presentation packages	❑ Types of presentation packages ❑ Procedure of creating slides ❑ Formatting slides ❑ Presentation of slides ❑ Procedure for editing objects	• Oral questioning • Observation • Oral presentation • Written report • Project

Suggested Delivery Methods
- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos
- Project
- Group discussions

Recommended Resources

- Desk top computers
- Laptop computers
- Other digital devices
- Printers
- Storage devices
- Internet access
- Computer softwarePrinters
- Storage devices
- Internet access
- Computer software

ENTREPRENEURIAL SKILLS

UNIT CODE: BUS/CU/OA/BC/04/5

Relationship to occupational standards

This unit addresses the unit of competency: Demonstrate entrepreneurial skills

Duration of unit: 70 hours

Unit description

This unit describes the competencies critical to demonstration of entrepreneurial capabilities. It involves, enhancing the entrepreneur's business skills, fostering a culture of continuous improvement at individual and organization level, implementing appropriate internal controls for profitability, improving employed capital base and undertaking regional/county business expansion.

Summary of Learning Outcomes

1. Develop one's business skill
2. Develop individual workers and teams
3. Expand markets and customers
4. Expand employed capital
5. Undertake regional/county business expansion
6. Develop business Innovative strategies
7. Develop new products/ markets

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Develop one's business skill	❑ Entrepreneurial skills development ❑ Market trends ❑ Monitoring and anticipating market trends ❑ New technologies in entrepreneurship ❑ Products and processes in entrepreneurship ❑ Linkages with other entrepreneurs ❑ Business conventions	• Observation • Case studies • Individual/group assignments • Projects • Written • Oral

| | | ad exhibitions | |
| | | ❏ Personal improveme nt and growth | |

2. Develop individual workers and teams	❑ Good staff/workers ❑ Team building and team work ❑ Staff development and enhancement ❑ Culture of continuous improvement ❑ Increasing products and services ❑ Marketing improvement ❑ Intrapreneurship	• Observation • Case studies • Individual/group assignments • projects • Written • Oral

3. Expand markets and customers base	❑ Maintaining appropriate cash flow in the organization ❑ Internal controls ❑ Business break-even point ❑ Business profitability determinants ❑ Prudent purchases in an enterprise ❑ Reducing business expenses ❑ Good staff/workers and customer relations	• Oral • Observation • Case studies • Individual/ group assignments • projects • Written

		❑ Identifying and maintain new customers and markets ❑ Product/ service promotions ❑ Products / services diversification ❑ SWOT / PESTEL analysis ❑ Conducting a business survey ❑ Market expansion ❑ Small business records management ❑ Book	

		keeping and auditing for small businesses	
		❑ Business support services	
		❑ Small business resources mobilizatio n and utilization	
		❑ Basic business social responsibilit y	
		❑ Managemen t of small business	
		❑ Word processing concepts in small business managemen	

		t	
		❑ Computer application software	
		❑ Monitoring and controlling business operations	

4. Expand employed capital	❑ Employed capital in small businesses ❑ Share holdings ❑ Business expansion and diversification ❑ Resources for growing small business ❑ Small business Strategic Plan ❑ Cooperate Social responsibility ❑ Computer software in business developmen	• Observation • Case studies • Individual/ group assignments • projects • Written

		t ❑ ICT and business growth	
5. Under take count y/regi onal busine ss expan sion		❑ Region identificatio n process ❑ Regional laws and regulation ❑ Business regional expansion requirement s	• Oral • Observatio n • Case studies • Individual/ group assignment s • projects • Written

Suggested Delivery Methods
- Instructor led facilitation of theory
- Demonstration by trainer
- Practice by trainee
- Role play
- Case study

Recommended Resources
- Case studies for small businesses
- Business plan templates

- Lap top/ desk top computer
- Internet
- Telephone
- Writing materials

EMPLOYABILITY SKILLS

UNIT CODE: BUS/CU/OA/BC/05/5

Relationship to Occupational Standards
This unit addresses the Unit of Competency: Demonstrate Employability Skills

Duration of Unit: 40 hours
Unit Description
This unit covers competencies required to demonstrate employability skills. It involves competencies for exuding self-awareness and ability to deal 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.

Summary of Learning Outcomes
1. Develop self-awareness and ability to deal with life challenges
2. Demonstrate critical safe work habits for employees
3. Lead a workplace team
4. Plan and organize work
5. Maintain professional growth and development in

the workplace.

6. Demonstrate learning, creativity and innovativeness in the workplace.

7.

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Develop self-awareness and ability to deal with life challenges	• Self-awareness • Formulating personal vision, mission and goals • Strategies for overcoming life challenges • Managing emotions • Emotional intelligence • Asserting one-self • Assertiveness versus aggressiveness • Expressing personal thoughts, feelings and beliefs • Self esteem • Developing and maintaining high self-esteem • Developing and maintaining positive self-image • Sharing personal	• Observation • Written • Oral interview • Third party report

Learning Outcome	Content	Suggested Assessment Methods
	feelings • Setting performance targets • Monitoring and evaluating performance • Articulating ideas and aspirations • Accountability and responsibility	

2. Demonstrate critical safe work habits for employees	• Stress and stress management • Time concept • Punctuality and time consciousness • Leisure • Integrating personal objectives into organizational objectives • Resources mobilization • Resources utilization • Setting work priorities • Developing healthy relationships	• Observation • Written • Oral interview • Third party report
Learning Outcome	**Content**	**Suggested Assessment Methods**
	• HIV and AIDS • Drug and substance abuse • Dealing with emerging issues	

3. Lead a workplace team	• Leadership Influence • Team building • Determination of team roles and objectives • Team parameters and relationships • Individual responsibilities in a team • Forms of communication • Business communication • Complementing team activities • Gender and gender mainstreaming • Human rights protocols • Developing healthy	• Observation • Oral interview • Written • Third party report

Learning Outcome	Content	Suggested Assessment Methods

	relationships • Maintaining relationships • Conflicts and conflict resolution	
4. Plan and organize work	• Planning • Organizing • Schedules of activities • Developing work plans • Developing work goals/objectives and deliverables • Monitoring work activities • Evaluating work activities • Resource mobilization • Resource allocation • Resource utilization • Decision making • Problem solving • Negotiation	• Observation • Oral interview • Written • Third party report
5. Maintain profession	• Avenues for professional growth	• Observation • Oral interview

Learning Outcome	Content	Suggested Assessment Methods
al growth and development in the workplace	• Training and career opportunities • Assessing training needs • Mobilizing training resources • Licenses and certifications for professional growth and development • Pursuing personal and organizational goals • Managing work priorities and commitments • Recognizing career advancement	• Written • Third party report
6. Demonstrate learning, creativity and innovativeness in the workplace	• Managing own learning • Mentoring • Coaching • Networking • Variety of learning context • Application of learning	• Observation • Oral interview • Written • Third party report

Learning Outcome	Content	Suggested Assessment Methods
	• Safe use of technology • Taking initiative/proactive • Flexibility • Identifying opportunities • Generating new ideas • Workplace innovation • Performance improvement	

Suggested Methods of Delivery
- Instructor lead facilitation of theory
- Demonstrations
- Simulation/Role play
- Group Discussion
- Presentations
- Projects
- Case studies
- Assignments

Recommended Resources
- Computers

- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors

ENVIRONMENTAL LITERACY

UNIT CODE: BUS/CU/OA/BC/06/5

Relationship to Occupational Standards
This unit addresses the unit of competency: Demonstrate environmental literacy

Duration of Unit: 25 hours

Unit Description
This unit describes the competencies required to control environmental hazard, control environmental pollution, comply with workplace sustainable resource use, evaluate current practices in relation to resource usage, identify environmental legislations/conventions for environmental concerns, implement specific environmental programs and monitor activities on environmental protection/programs.

Summary of Learning Outcomes
1. Control environmental hazard
2. Control environmental Pollution
3. Demonstrate sustainable resource use
4. Evaluate current practices in relation to resource usage
5. Identify Environmental legislations/conventions for environmental concerns

6. Implement specific environmental programs
7. Monitor activities on Environmental protection/Programs

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Control environmental hazard	❑ Purposes and content of Environmental Management and Coordination Act 1999 ❑ Purposes and content of Solid Waste Act ❑ Storage methods for environmentally hazardous materials ❑ Disposal methods of hazardous wastes ❑ Types and uses of PPE in line with environment	• Written questions • Oral questions • Observation of work procedures

| | | al regulations | |
| | | ❑ Occupationa l Safety and Health Standards (OSHS) | |

2. Control environmental Pollution control	❑ Types of pollution ❑ Environmental pollution control measures ❑ Types of solid wastes ❑ Procedures for solid waste management ❑ Different types of noise pollution ❑ Methods for minimizing noise pollution	• Written questions • Oral questions • Observation of work procedures • Role play

3. Demonstrate sustainable resource use	❏ Types of resources ❏ Techniques in measuring current usage of resources ❏ Calculating current usage of resources ❏ Methods for minimizing wastage ❏ Waste management procedures ❏ Principles of 3Rs (Reduce, Reuse, Recycle) ❏ Methods for economizing or reducing	• Written questions • Oral questions • Observation of work procedures • Role play

	resource consumptio n	

4. Evaluate current practices in relation to resource usage	❑ 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 of current work processes to access	• Written questions • Oral questions • Observation of work procedures • Role play

		information and data
		❑ Identificatio n of areas for improvemen t

5. Identify Environmental legislations/conventions for environmental concerns	❑ Environmental issues/concerns ❑ Environmental legislations /conventions and local ordinances ❑ Industrial standard /environmental practices ❑ International Environmental Protocols (Montreal, Kyoto) ❑ Features of an environmental strategy	• Written questions • Oral questions • Observation of work procedures

6. Implement specific environmental programs	❑ Community needs and expectations ❑ Resource availability ❑ 5 s of good housekeeping ❑ Identification of programs/Activities ❑ Setting of individual roles /responsibilities ❑ Resolving problems /constraints encountered ❑ Consultation with stakeholders	• Written questions • Oral questions • Observation of work procedures • Role play

7. Monitor activities on Environmental protection/ Programs	❑ Periodic monitoring and Evaluation of activities ❑ Gathering feedback from stakeholders ❑ Analysing data gathered ❑ Documentation of recommendations and submission ❑ Setting of management support systems to sustain and enhance the program ❑ Monitoring and reporting of	• Oral questions • Written tests • Practical test • Observation

		environmental incidents to concerned /proper authorities	

Suggested Delivery Methods
- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos

Recommended Resources
- Standard operating and/or other workplace procedures manuals
- Specific job procedures manuals
- Environmental Management and Coordination Act 1999
- Machine/equipment manufacturer's specifications and instructions
- Personal Protective Equipment (PPE)
- ISO standards
- Ccompany environmental management systems (EMS)
- Montreal Protocol

- Kyoto Protocol

OCCUPATIONAL SAFETY AND HEALTH PRACTICES

UNIT CODE: BUS/CU/OA/BC/07/5

Relationship to Occupational Standards
This unit addresses the unit of competency: Demonstrate occupational safety and health practices

Duration of Unit: 25 hours

Unit Description
This unit describes the competencies required to comply with regulatory and organizational requirements for occupational safety and health.

Summary of Learning Outcomes
1. Identify workplace hazards and risk
2. Identify and implement appropriate control measures to hazards and risks
3. Implement OSH programs, procedures and policies/guidelines

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identify workplace hazards and risks	❑ Identification of hazards in the workplace and/or the indicators of their presence ❑ Evaluation and/or work environment measurements of OSH hazards/risk existing in the workplace is conducted by ❑ Authorized personnel or agency ❑ Gathering of OHS issues and/or concerns raised	• Oral questions • Written tests • Observation of trainees identify hazards and risks

2. Identify and implement appropriate control measure to hazards and risks	❑ Prevention and control measures, including use of PPE (personal protective equipment) for specific hazards are identified and implemented ❑ Appropriate risk controls based on result of OSH hazard evaluation is recommended ❑ Contingency measures, including emergency procedures during workplace incidents and emergencies	• Oral questions • Written tests • Practical test • Observation of implementation of control measures

		are recognized and established in accordance with organization procedures	

3. Implement OSH programs, procedures and policies/guidelines	❑ Providing information to work team about company OHS program, procedures and policies/guidelines ❑ Participating in implementation of OSH procedures and policies/ guidelines ❑ Training of team members and advice on OSH standards and procedures ❑ Implementation of procedures for maintaining OSH-related records	• Oral questions • Written tests • Practical test • Observation

Suggested Delivery Methods

- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos

Recommended Resources

- Standard operating and/or other workplace procedures manuals
- Specific job procedures manuals
- Machine/equipment manufacturer's specifications and instructions
- Personal Protective Equipment (PPE) e.g.
  - ✓ Mask
  - ✓ Face mask/shield
  - ✓ Safety boots
  - ✓ Safety harness
  - ✓ Arm/Hand guard, gloves
  - ✓ Eye protection (goggles, shield)
  - ✓ Hearing protection (ear muffs, ear plugs)
  - ✓ Hair Net/cap/bonnet
  - ✓ Hard hat
  - ✓ Face protection (mask, shield)
  - ✓ Apron/Gown/coverall/jump suit
  - ✓ Anti-static suits
  - ✓ High-visibility reflective vest

COMMON UNITS OF COMPETENCY

SHORTHAND SKILLS

UNIT CODE: BUS/CU/OA/CC/01/5

Relationship to Occupational Standards
This unit addresses the unit of competency: Demonstrate Shorthand Skills

Duration of Unit: 90 hours

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

Summary of Learning Outcomes
1. Consolidating shorthand and writing principles
2. Developing vocabulary extension
3. Taking shorthand dictations
4. Transcribing shorthand notes
5. Developing listening skills
6. Developing art skills
7. Typing mailable work.

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

| 1. Consolidate shorthand and writing principles | • Straight strokes
• Curved strokes
• Horizontal strokes
• First place vowels
• Third place vowels
• S-circle: downward L
• Stroke R
• Diphthongs, triphones and
• Consonant H
• ST, STR,SES & SWAY
• Halving
• R hook
• N hook
• WH
• L hook
• F/V hook
• SHUN hook
• Compound consonants
• Doubling
• Prefixes, | • Written tests
• Observation
• Oral questioning
• Third party report |

Learning Outcome	Content	Suggested Assessment Methods
	suffixes and word endings	
2. Develop vocabulary extension	• Short forms • Phrases • Intersections •	• Written tests • Observation • Oral questions • Third party report
3. Taking shorthand dictations	• Sentences • Correct outlines • Transcription techniques • Passages	• Written tests • Observation • Oral questioning • Third party report
4. Transcribing shorthand notes	• Speed development • Speed reading • Transcribing back • Proofreading • Timed dictations	• Written tests • Observation • Oral questioning • Third party report
5. Developing Listening Skills	• Error analysis • Proofreading • Evaluation	• Written tests • Observation • Oral questioning • Third party

Learning Outcome	Content	Suggested Assessment Methods
		report
6. Developing art skills	• Dictation • Transcription • Spelling • Proofreading	• Written tests • Observation • Oral questioning • Third party report
7. Typing mailable work.	• Keyboarding • Speed development • Editing • Producing mailable work	• Written tests • Observation • Oral questioning • Third party report

Suggested Methods of Delivery
- Direct instructions
- Recorded passages
- Discussions
- Demonstration by trainer
- Practice by the trainee

Recommended Resources
- Computer
- Pencil
- Shorthand note pad
- Printer

- Manual typewriter

ICT SKILLS

UNIT CODE: BUS/CU/OA/CC/02/5

Relationship to Occupational Standards This unit addresses the Unit of Competency: Demonstrate ICT Skills

Duration of Unit: 92 hours

Unit Description
This unit covers the competencies required to demonstrate ICT skills. It involves: introducing modern information and communication technology, computer packages and operating systems.

Summary of Learning Outcomes
1. Introduce modern information and communication technology
2. Introduce Computer Packages
3. Introduce Operating Systems

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1.Introduce modern information and	• Impact of ICT in modern working environment • Computer's main	• Written tests • Observation • Oral questioning • Third party

Learning Outcome	Content	Suggested Assessment Methods
communication technology	components/ functions • Technologies used in modern working environment	report

Learning Outcome	Content	Suggested Assessment Methods
2. Introduce computer packages	• Microsoft Word Loading • Microsoft Word basic environment and functions • Opening a new document in Word using manual controls, icons and menus • Microsoft Word for Windows copying, saving and deleting files • Printing documents • Keyboard techniques • Correct position of hand on the • keyboard • Striking keys correctly • Developing speed	• Written tests • Observation • Oral questions • Third party report

Learning Outcome	Content	Suggested Assessment Methods

	using 10 fingers. • Use of MS word main features in keyboarding: • Change and arrange paragraphs and headings using • Typing techniques. • Word-wrap and using enter • Undo and copy - paste functions • Apply and adjust paragraphs, headings, spaces, fonts, size and colours in a word document • Save document and close applications • Use of tables in MS word • Know how to produce a table • Align, delete and merge • columns and rows • Altering table	

Learning Outcome	Content	Suggested Assessment Methods
	formats, fonts, • borders and shadings • Saving work and closing • Applications	
3.Introduce operating systems	• Concept of software package • Microsoft Office for Windows: • Word Processor • Number and data software • Visual aid software • Image presentation software • Use of word processing computer application • Typing techniques and keyboarding. • MS Word commands • Menu bars • Creating a file and a folder Using an	• Written tests • Observation • Oral questioning • Third party report

Learning Outcome	Content	Suggested Assessment Methods
	input device to enter and edit text accurately • Manipulating information	

Suggested Methods of Delivery
- Direct instruction
- Hand-outs
- Discussions
- Demonstration by trainer
- Practice by the trainee

Recommended Resources
- Computer
- Stationery
- Printer
- Manual typewriter

CORE UNITS OF LEARNING

FRONT OFFICE OPERATIONS

UNIT CODE: BUS/CU/OA/CR/01/5
Relationship to Occupational Standards
This unit addresses the unit of competency: Manage
Front Office Operations
Duration of Unit: 90 hours

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

Summary of Learning Outcomes
1. Handle organization visitors
2. Handle organization enquiries
3. Maintain reception area
4. Maintain visitors register
5. Entertain organization visitors
6. Maintain reference materials
7. Maintain internal directory
8. Maintain official diary
9. Handle official appointments

Learning Outcomes, Content and Suggested
   Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Handle organization visitors	• Types of organization • Organization structures • Types of customers • Office etiquette • Good grooming • Public and human relations • Time management • Stress management • Office protocol	• Observation • Written test • Demonstration • Practical assignment • Oral questioning • Case study
2. Handle organization enquiries	• Types of communication systems • Methods of communication • Forms and channels of communication • Departments in an organization • Importance of feedback • Feedback mechanisms	• Observation • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
3. Maintain reception area	• Reception area landscaping • Reception area tidiness and cleanliness maintenance • Reception area ventilation and lighting maintenance • Office landscaping • Office layout • Signage • Reception area equipment	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning
4. Maintain visitors register	• Importance of visitors register • Visitor's details in a register • Visitors register security • Visitors register information confidentiality • Creating and updating visitors register	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
5. Entertain organization visitors	• Types of organization visitors • Types of entertainment resources • Entertainment resources acquisition and maintenance • Protocol and ethics in entertaining organization visitors	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
6. Maintain reference materials	• Types of reference materials • Obtaining and maintenance of reference materials • Safeguarding references materials	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
7. Maintain internal directory	• Meaning of internal directory • Content of an internal directory • Internal directory creation, update	• Observation • Project • Written test • Demonstration • Practical assignment

Learning Outcome	Content	Suggested Assessment Methods
	and maintenance • Safeguarding internal directory	• Oral questioning
8. Maintain official diary	• Meaning of an official diary • Content of an official diary • Sources of information to be entered in the diary • Official diary acquisition • Analysing and recording official diary information • Maintenance of official diary information • Safeguarding official diary	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
9. Handle official appointments	• Types of appointments • Receiving, analysing and confirming appointments • Booking appointments	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning
	• Handling visitors with appointments • Handling visitors without appointments • Appointment feedback	

Suggested Methods of Delivery
- Projects
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Field trips

Recommended Resources
- Reception desk
- Internet connectivity

- Computers
- Telephones
- Registers
- Stationery
- Fan
- Heater
- Flower vases
- Paintings
- Wall hangings
- Signage
- Organization chart
- Reference materials
- Office memory aids

OFFICE MAIL MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/02/5

Relationship to Occupational Standards
This unit addresses the unit of competency: Manage Office Mail

Duration of Unit: 80 hours

Unit Description

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

Summary of Learning Outcomes

1. Manage incoming mail
2. Classify incoming mail
3. Distribute office mail
4. File incoming mail
5. Receive out-going mail
6. Classify out-going mail
7. Record out-going mail
8. Dispatch out-going mail

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Manage incoming mail	• Mailroom equipment • Services rendered by the Post Office • Meaning of incoming mail • Procedure for receiving incoming mail. • Methods of receiving mail. • Sources of incoming mail • Responsibilities in handling incoming mail. • Security of incoming mail • Frequency of receiving mail	• Observation • Written test • Demonstration • Practical assignment • Oral questioning

2. Classify incoming mail	• Types of mail • Mail handling equipment • Opening incoming mail • Sorting incoming mail • Date-stamping	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
	incoming mail • Recording incoming mail	
3. Distribute office mail	• Mail assessment • Responsibilities for handling different types of mail • Mail attachments • Handling mail that requires attention of more than one officer. • Content confidentiality and integrity in distributing office mail.	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
4. File incoming mail	• Classification systems for incoming mail • Creating incoming mail files • Folio assignment and indexing • Document handling • Mail filing equipment	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
5. Receive out-going Mail	• Procedure for receiving out-going mail. • Integrity and confidentiality of out-going mail • Processing of instructions on outgoing mail	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning
6. Classify out-going Mail	• Sorting outgoing mail • Importance of sorting outgoing mail attachments • Methods of dispatch	• Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
7. Record out-going mail	• Creation of outgoing mail register • Contents of outgoing mail register • Maintenance of outgoing mail register • Mailing list maintenance • Producing and filing copies of outgoing mail	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
Learning Outcome	**Content**	**Suggested Assessment Methods**
	• Recording outgoing mail	
8. Dispatch out-going Mail	• Services rendered by the Post Office • Courier services • Types of envelopes • Addressing envelopes • Mail attachments • Methods of dispatch • Weighing out-going mail. • Franking machine • Affixing postage stamp	• Written Observation • Project • Written test • Demonstration • Practical assignment • Oral questioning

Suggested Delivery Methods
- Projects
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instructions
- Field trips

Recommended Resources
- Computers
- Mailroom table
- Sorting trays
- Date/time stamp
- Addressing machine
- Franking machine
- Office glue
- Pin remover • Stapler
- Paper punch
- Opening knife
- Internet connectivity
- Registers
- Stationery
- Signage
- Organization chart
- Reference materials
- Office memory aids
- Mailroom equipment

OFFICE DOCUMENTS FILING

UNIT CODE: BUS/CU/OA/CR/03/5

Relationship to Occupational Standards
This unit addresses the unit of competency: File Office Documents
Duration of Unit: 78 hours

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

Summary of Learning Outcomes
1   Index office files
2   Receive office documents
3   Sort office documents
4   Record office documents
5   File office documents
6   Safeguard office file

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Index office files	• Meaning of indexing	• Observation • Project

Learning Outcome	Content	Suggested Assessment Methods
	• Types of indexing • Importance of indexing • Contents of a file index • Obtaining, labelling and indexing Office files	• Written test • Demonstration • Practical assignment • Interview • Oral questioning
2. Receive office documents	• Types of office documents to be filed. • Receiving office documents • Verifying office documents • Acknowledging office documents receipt	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning

3. Sort office documents	• Sorting procedure • Filing classification methods • Filing classification systems	• Observation • Project • Written test • Demonstration • Practical assignment • Interview
Learning Outcome	**Content**	**Suggested Assessment Methods**
	• Classification of office documents	• Oral questioning
4. Record office documents	• Creation of office document filing register • Content of office document filing register • Importance of office document filing register • Recording office documents • Maintenance of office document filing register	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning

5. File office documents	• Meaning of filing • Essentials of good filing system • Filing equipment • Centralized and decentralized filing	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning
Learning Outcome	**Content**	**Suggested Assessment Methods**
	• Meaning of registry • Functions of registry • Types of registries • Factors to consider when deciding type of registry • Duties of registry personnel • Filing • Assigning folio to documents	

6. Safeguard office files	• Stored document control • Storage systems • File transfer • Filing equipment/stora ge devices • Retrieval of files • File movement monitoring • Retention policy	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning
Learning Outcome	**Content**	**Suggested Assessment Methods**
	in organizations • Disposal of obsolete files	

Suggested Methods of Delivery
- Projects
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Field trips

Recommended Resources
- Computers
- Filing equipment

- Internet connectivity
- Registers
- Stationery
- External storage devices

OFFICIAL MEETING COORDINATION

UNIT CODE: BUS/CU/OA/CR/04/5

Relationship to Occupational Standards
This unit addresses the unit of competency: Coordinate
Official Meetings

Duration of Unit: 80 hours

Unit Description

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

Summary of Learning Outcomes
1. Prepare meeting invitations
2. Prepare the meeting room
3. Prepare reference materials
4. Provide hospitality services
5. Take the minutes of the meeting
6. Clear the meeting room
7. Prepare the minutes and action plan document

**Learning Outcomes, Content and Suggested
   Assessment Methods**

Learning Outcome	Content	Suggested Assessment Methods
1. Prepare meeting invitations	• Meaning of meetings and conferences • Types of meetings and conferences • Ways of convening meetings and conferences • Chairman's Agenda • Notice of a meeting • Meeting Agenda • Meeting invitation letters • Feedback of confirmation and apologies.	• Written Test • Oral Questioning
2. Prepare the meeting room	• Factors to consider when setting meeting room • Meeting room furniture and equipment • Meeting room arrangement • Meeting room labelling	• Observation • Written Test

Learning Outcome	Content	Suggested Assessment Methods
3. Prepare reference materials	• Reference material identification • Preparation reference material • Availing reference material • Circulation of previous meeting Minutes	• Written Test • Observation
4. Provide hospitality services	• Types of hospitality services • Hospitality service curriculum • Budgeting for hospitality service • Registration of participants	• Written Test • Observation
5. Take the minutes of the meeting	• Terminologies used in meeting • Types of Minutes • How to take Minutes • Transcribing Minutes	• Written Test • Observation

Learning Outcome	Content	Suggested Assessment Methods
6. Clear the meeting room	• Procedure of clearing meeting room	• Written Test • Observation
	• Importance of clearing meeting room	
7. Prepare the minutes and action plan document	• Minutes processing • Circulation of minutes for action • Minutes filing	• Observation • Written Test

Suggested Methods of Delivery
- Projects
- Role play
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction

Recommended Resources
- Meeting equipment
- Filing equipment
- Internet connectivity
- Registers
- Stationery

- External storage devices

OFFICE SECURITY MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/05/5

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Office Security

Duration of Unit: 74 hours

Unit description:

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

Summary of Learning Outcomes

1. Safeguard office records
2. Safeguard office equipment
3. Safeguard office data and information
4. Control office access
5. Report security incidences

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Safeguard office records	• Meaning of security • Importance of security on office records • Identification of office records • Security measures to protect office records	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
2. Safeguard office equipment	• Office equipment inventory • Maintenance of office equipment • Security measures to safeguard office equipment	• Observation • Written test • Demonstration • Practical assignment • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
3. Safeguard office information	• Classification of office information • Information access control • Office information storage	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
Learning Outcome	Content	Suggested Assessment Methods
4. Control office access	• Office security risks • Office risk control measures	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
5. Report security incidences	• Importance of recording security incidences • Procedure for reporting security incidences	• Observation • Written test • Demonstration • Practical assignment • Oral questioning

Suggested Methods of Delivery
- Demonstration by trainer
- Practice by the trainee
- Direct instruction

- Discussions

Recommended Resources
- Computers
- Stationery
- Diaries
- Visitors' register

TELEPHONE CALLS MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/06/5

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Telephone Calls

Duration of Unit: 98 hours

Unit Description

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

Summary of Learning Outcomes 1.
    Manage incoming calls
    2. Record telephone messages
    3. Make telephone calls
    4. Maintain telephone equipment
    5. Maintain calls register

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Manage incoming calls	• Telephone and the switchboard • Telephone etiquette • Materials required when answering incoming calls	• Written tests • Observation • Oral questioning • Third party report
2. Record telephone messages	• Telephone messages register • Content of the telephone message register • Recording messages in the register	• Written tests • Observation • Oral questions • Third party report

Learning Outcome	Content	Suggested Assessment Methods
3. Make telephone calls	• Making internal calls • Making external calls	• Written tests • Observation • Oral questioning • Third party report
Learning Outcome	**Content**	**Suggested Assessment Methods**
4. Maintain telephone equipment	• Types of telephone equipment • Maintenance of telephone equipment • Telephone positioning	• Written tests • Observation • Oral questioning • Third party report
5. Maintain calls register	• Importance of call register • safeguarding call register	• Written tests • Observation • Oral questioning • Third party report

Suggested Methods of Delivery:
- Direct instruction
- Role play
- Case studies
- Field trips
- Discussions

- Demonstration by trainer
- Practice by the trainee

Recommended Resources:
- Telephone
- Switchboard
- Computers
- Stationery
- Diaries
- Visitors' register

COMPUTERISED DOCUMENT PROCESSING

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

Relationship to Occupational Standards
This unit addresses the Unit of Competency: Process Computerized Documents

Duration of Unit: 88 hours

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

Summary of Learning Outcomes
1. Interpret office instructions
2. Process office documents
3. Conduct reprographic services

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

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Learning Outcome	Content	Suggested Assessment Methods
1. Interpret office instruction	• Types of office documents to be processed	• Written tests • Observation • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
s	• Format of preparing office documents • Proof-reading techniques	• Third party report
2. Process office document	• Paper sizes • Margins • Formatting a document • Editing a document • Centering materials • Underscoring • Types of headings • Paragraphs • Punctuations • Use of tabs • Units of measurement	• Written tests • Observation • Oral questioning • Third party report

Learning Outcome	Content	Suggested Assessment Methods
3. Conduct reprographic services	• Reprographic methods • Photocopying • Printing • Ink duplicating • Off-set lithography • Factors to consider	• Written tests • Observation • Oral questions • Third party report
	when choosing reprographic methods • Maintenance of reprographic equipment	

Suggested Methods of Delivery
- Direct instruction
- Project
- Case studies
- Field trips
- Discussions
- Demonstration by trainer
- Practice by the trainee

Recommended Resources
- Computers
- Stationery
- Reprographic equipment