

REPUBLIC OF KENYA
NATIONAL OCCUPATIONAL STANDARDS
FOR
OFFICE ASSISTANT
LEVEL 4



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

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Council Secretary/CEO

TVET Curriculum Development, Assessment and Certification Council

P.O. Box 15745–00100 Nairobi, Kenya

Email: info@tvetcdacc.go.ke

FOREWORD

The provision of quality education and training is fundamental to the government's overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya's development blueprint, Vision 2030 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 of Kenya 2010 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 office administration. 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 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 Sessional Paper No. 4 of 2016 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of the 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 these occupational standards for office administrator. These standards will be the basis for development of competency-based curriculum for office administrator Level 4.

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. Office administration SSAC, expert workers, and all those who participated in the development of these Occupational Standards.

CHAIRPERSON, TVET CDACC

ACKNOWLEDGEMENT

These Occupational Standards were developed through combined efforts of various stakeholders from private and public organizations. I am 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 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 office administration Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards. I thank all the individuals and organizations who participated in the validation of these Standards. I acknowledge all other institutions which in one way or another contributed to the development of these Standards.

**CHAIRPERSON, PROJECT MANAGEMENT SECTOR SKILLS ADVISORY
COMMITTEE**

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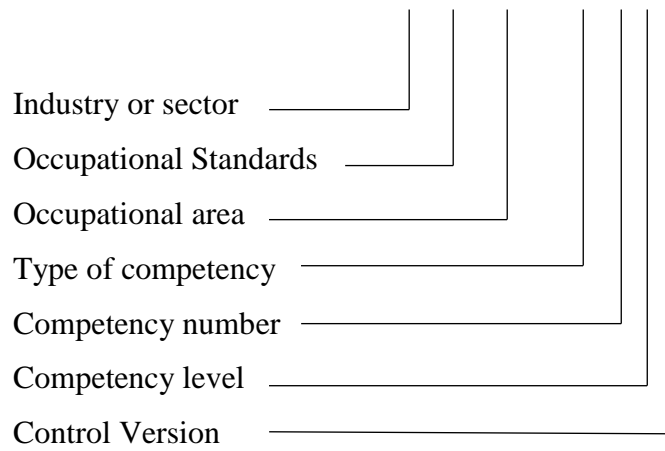
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ABBREVIATIONS AND ACRONYMS

ICT	Information Communication Technology
MoE	Ministry of Education
OS	Occupational Standards
OSH	Occupation Safety and Health
OSHA	Occupation Safety and Health Act
OSHS	Occupational Safety and Health Standards
PPE	Personal Protective Equipment
SSAC	Sector Skills Advisory Committee
TVET	Technical and Vocational Education and Training
TVET CDACC	TVET Curriculum Development Assessment and Certification Council

KEY TO UNIT CODE

BUS /OS/OA/BC/01/4/A



OVERVIEW

Office Assistant Level 4 qualification consists of competencies that an individual must achieve to enable him/her to offer office assistance services that comprise of handling office correspondence, office errands, customer care duties; maintaining office paper records and coordinating facilities repairs and maintenance activities.

The units of competency comprising office assistant level 4 qualification include the following:

Unit of Learning Code	Unit of Learning Title	Duration in Hours
BUS/OS/OA/BC/01/4	Demonstrate Communication Skills	30
BUS/OS/OA/BC/02/4	Demonstrate Numeracy Skills	30
BUS/OS/OA/BC/03/4	Demonstrate Digital Literacy	30
BUS/OS/OA/BC/04/4	Demonstrate Entrepreneurial Skills	30
BUS/OS/OA/BC/05/4	Demonstrate Employability Skills	30
BUS/OS/OA/BC//06/4	Demonstrate Environmental Literacy	30
BUS/OS/OA/BC/07/4	Demonstrate Occupational Safety and Health Practices	30
Total		210

CORE UNITS OF COMPETENCY

Unit of Learning Code	Unit of Learning Title	Duration in Hours
BUS/OS/OA/CR/01/4	Handle Office Correspondence	30
BUS/OS/OA/CR 02/4	Handle Office Errands	30
BUS/OS/OA/CR 03/4	Handle Customer Care	30
BUS/OS/OA/CR/04/4	Handle Office Records	30

BUS/OS/OA/CR 05/4	Coordinate Office Facilities Maintenance	30
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BASIC UNITS OF COMPETENCY

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: BUS/OS/OA/BC/01/4/A

UNIT DESCRIPTION

This unit covers the competencies required demonstrate communication skills. It involves obtaining and conveying workplace information, completing relevant work-related documents, communicating information about workplace processes, leading workplace discussion and communicating workplace issues.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <i>appropriate sources</i> based on standard procedures 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information based on communication needs 1.3 Appropriate <i>medium</i> is used to transfer information and ideas in accordance with workplace guidelines 1.4 Appropriate non- verbal communication is used as per the communication needs 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed based on workplace requirements 1.6 Location and storage of information is undertaken according to workplace procedures 1.1 Personal interaction is carried out clearly and concisely according to workplace requirements
2. Complete relevant work-related documents	2.1 Range of forms relating to conditions of employment are completed according to workplace procedures 2.2 Workplace data is recorded based on workplace requirements 2.3 Errors in recording information are identified and acted upon in accordance with workplace policies 2.4 Reporting requirements are completed according to organizational guidelines
3. Communicate information about workplace	3.1 Information sources are identified according to workplace procedures 3.2 <i>Methods of communication</i> are selected based on workplace guidelines

processes	<p>3.3 Multiple operations are communicated according to workplace structure</p> <p>3.4 Work-related questions are asked and responded based on set protocols</p> <p>3.5 Information is selected and organized according to workplace requirements</p> <p>3.1 Verbal and written reporting is undertaken as per workplace requirements</p> <p>3.2 Communication is maintained according to workplace standards</p>
4. Lead workplace discussions	<p>4.1 Response to workplace issues is sought and provided as per workplace protocol</p> <p>4.2 Constructive contributions are made based on <i>workplace discussions</i></p> <p>4.3 Workplace objectives and action plan are communicated according to workplace requirements</p>
5. Identify and communicate issues arising in the workplace	<p>5.1 Issues and problems are identified as per workplace guidelines</p> <p>5.2 Problems and issues in the workplace are organized according to workplace operations</p> <p>5.3 Dialogue is initiated with appropriate personnel as per workplace structure</p> <p>5.4 Problems and issues raised are communicated as per the workplace reporting procedures</p>

RANGE

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

Variable	Range
1. Methods of communication may include but not limited to:	<ul style="list-style-type: none"> ● Non-verbal gestures ● Verbal ● Face to face ● Two-way radio ● Speaking to groups ● Using telephone ● Written ● Internet
2. Workplace discussion may include but not limited to:	<ul style="list-style-type: none"> ● Coordination meetings ● Toolbox discussion ● Peer-to-peer discussion

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Active listening
- Interpretation
- Negotiation
- Writing

Required Knowledge

The individual needs to demonstrate knowledge of:

- Organization requirements for written and electronic communication methods
- Effective verbal communication methods
- Report writing
- Effective questioning techniques (clarifying and probing)
- Workplace etiquette

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 Dealt with a range of communication/information at one time 1.2 Made constructive contributions in workplace issues 1.3 Sought workplace issues effectively 1.4 Responded to workplace issues promptly 1.5 Presented information clearly and effectively in written form 1.6 Used appropriate sources of information 1.7 Asked appropriate questions 1.8 Provided accurate information
2. Resource Implications	2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks
3. Methods of	3.1 Third-party reports

Assessment	<p>3.2 Portfolio</p> <p>3.3 Interview</p> <p>3.4 Written tests</p> <p>3.5 Observation</p> <p>3.6 Oral questioning</p>
4. Context of Assessment	<p>Competency may be assessed</p> <p>4.1 On the job</p> <p>4.2 Off the job</p> <p>4.3 During industrial attachment</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

DEMONSTRATE NUMERACY SKILLS

UNIT CODE: BUS/OS/OA/BC/02/4/A

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate numeracy skills. It involves identifying and using whole numbers and simple fractions, decimals and percentages for work, identifying, measuring and estimating familiar quantities for work, reading and using familiar maps, plans and diagrams for work, identifying and describing common 2D and some 3D shapes for work, constructing simple tables and graphs for work using familiar data and identifying and interpreting information in familiar tables, graphs and charts for work.

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 and use whole numbers and simple fractions, decimals and percentages for work	1.1 Simple fractions, decimals and percentages identified and interpreted as per standard operating procedures. 1.2 Understanding of place value by organising numbers from smallest to largest demonstrated as SOPs 1.3 Required numerical information located and decision made on appropriate method to solve a problem as per SOPs 1.4 Limited range of calculations performed using the four operations using SOPs 1.5 Links between operations described as per SOPs 1.6 Estimations made to check reasonableness of results of problem-solving process as SOPs 1.7 Numerical information recorded, and the result of the task communicated using informal and some formal language and symbolism as per workplace procedures

<p>2. Identify, measure and estimate familiar quantities for work</p>	<p>2.1 Measurement information in workplace tasks and texts identified and interpreted as per workplace procedures.</p> <p>2.2 Familiar units of measurement needed for tasks is identified as per measurements manuals/charts</p> <p>2.3 Familiar and simple amounts estimated as per workplace procedures.</p> <p>2.4 Appropriate measuring equipment selected as per SOPs</p> <p>2.5 <i>Simple measuring equipment</i> graduated in familiar units to measure relevant quantities is used as per graduation manuals.</p> <p>2.6 Calculation done using familiar units of measurement as per SOPs</p> <p>2.7 Measurements and results checked against estimates as per job specifications.</p> <p>2.8 Results are recorded or reported as per workplace procedures</p> <p>2.9 Results relevant to the workplace task are communicated using informal and some formal mathematical and general language as per workplace procedures.</p>
<p>3. Read and use familiar maps, plans and diagrams for work</p>	<p>3.1 Items and places are in familiar maps, plans and diagrams as per SOPs</p> <p>3.2 Common symbols and keys recognised in familiar maps, plans and diagrams as per SOPs</p> <p>3.3 Understanding of direction and location demonstrated by describing the location of objects, or route to familiar places as per SOPs</p> <p>3.4 Instructions to locate familiar objects or places are given and followed as per SOPs</p> <p>3.5 Informal and some formal oral mathematical language and symbols are used as per SOPs</p>
<p>4. Identify and describe common 2D and some 3D shapes for work</p>	<p>4.1 <i>Common 2D shapes and some common 3D shapes</i> in familiar situations are identified and named as per job requirements</p> <p>4.2 Common 2D shapes and designs are compared and classified as per SOPs</p> <p>4.3 Informal and some formal language used to describe common two-dimensional shapes and some common three-dimensional shapes in accordance with workplace procedures.</p> <p>4.4 Simple items used to draw or construct common 2D shapes as per workplace procedures.</p> <p>4.5 Common 3D shapes matched to their 2D sketches or</p>

	nets as per SOPs
5. Construct simple tables and graphs for work using familiar data	<p>5.1 Common types of graphs are identified and named as per SOPs</p> <p>5.2 Familiar data to be collected is determined in accordance with job specifications.</p> <p>5.3 A method to collect data is selected in accordance with workplace procedures.</p> <p>5.4 A small amount of simple familiar data is collected as per workplace procedures</p> <p>5.5 One or two variables determined from the data collected as per SOPs.</p> <p>5.6 Data ordered and collated as per standard operating procedures.</p> <p>5.7 A table is constructed and data entered as per SOPs</p> <p>5.8 Graphs are constructed using data from table as per job specifications</p> <p>5.9 Results are promptly checked as per workplace procedures</p> <p>5.10 Graph information related to work is reported or discussed using informal and some formal mathematical and general language as per workplace procedures</p>
6. Identify and interpret information in familiar tables, graphs and charts for work	<p>6.1 Simple tables are identified in familiar texts and contexts in accordance with workplace procedures</p> <p>6.2 Title, headings, rows and columns located in familiar tables as per SOPs</p> <p>6.3 Information and data in simple tables identified and interpreted as per workplace procedures.</p> <p>6.4 Information is related in accordance with workplace tasks</p> <p>6.5 Familiar graphs and charts are identified in familiar texts and contexts as per SOPs</p> <p>6.6 Title, labels, axes, scale and key from familiar graphs and charts are located as per SOPs</p> <p>6.7 Information and data in familiar graphs and charts are identified and interpreted as per job requirements</p> <p>6.8 Information is related to relevant workplace tasks as per job requirements.</p>

RANGE

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

Variable	Range
1. Simple measuring equipment may include but not limited to:	<ul style="list-style-type: none"> • Rulers • Watches/clocks • Scales • Thermometers • AVO meter
2. Common 2D shapes and common 3D shapes may include but not limited to:	<ul style="list-style-type: none"> • Round • Square • Rectangular • Triangle • Sphere • Cylinder • Cube • Polygons • 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:

- Measuring
- Logical thinking
- Computing
- Drawing of graphs
- Applying mathematical formulas
- Analytical

Required knowledge

The individual needs to demonstrate knowledge of:

- Types of common shapes
- Differentiation between two dimensional shapes / objects
- Formulae for calculating area and volume
- Types and purpose of measuring instruments
- Units of measurement and abbreviations
- Fundamental operations (addition, subtraction, division, multiplication)
- Rounding techniques
- Types of fractions
- Different types of tables and graphs
- Meaning of graphs, such as increasing, decreasing, and constant value
- Preparation of basic data, tables & graphs

EVIDENCE GUIDE

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

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Simple fractions, decimals and percentages are correctly identified and interpreted 1.2 Performed a limited range of calculations using the 4 operations 1.3 Performed calculations using familiar units of measurement 1.4 Recognised common symbols and keys in familiar maps, plans and diagrams 1.5 Constructed simple tables and graphs using familiar data 1.6 Identified and interpret information in familiar tables, graphs and charts
2. Resource Implications	2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	Competency may be assessed through: 3.1 Written Test 3.2 Interview 3.3 Oral Questioning
4. Context of Assessment	Competency may be assessed 4.1 On the job 4.2 Off the job 4.3 During industrial attachment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE DIGITAL LITERACY

UNIT CODE: BUS/OS/OA/BC/03/4/A

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate digital literacy in a working environment. It entails identifying computer software and hardware, applying security measures to data, hardware, software, applying computer software in solving tasks and applying internet and email in communication at workplace.

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 computer software and hardware	1.1 <i>Appropriate computer software</i> is identified according to manufacturer's specification 1.2 <i>Appropriate computer hardware</i> is identified according to manufacturer's specification
2. Apply security measures to data, hardware, software	2.1 <i>Data security and privacy are classified</i> in accordance with the technological situation 2.2 <i>Security and control measures</i> are applied in accordance with laws governing protection of ICT 2.3 Computer threats and crimes are detected as per information security management guidelines. 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 Basic word processing concepts are applied in resolving workplace tasks 3.2 Word processing utilities are applied in accordance with workplace procedures 3.3 Data is manipulated on worksheet in accordance with office procedures
4. Apply internet and email in communication at workplace	4.1 Electronic mail is applied in workplace communication in accordance with office procedures 4.2 Office internet functions are defined and executed in accordance with office procedures 4.3 Network configuration and uses are determined in accordance with office operations procedures

RANGE

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

Range	Variable
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1. Appropriate computer software may include but not limited to:	<ul style="list-style-type: none"> • Operating system • MS office • Web browser • Media players
2. Appropriate computer hardware may include but not limited to:	<ul style="list-style-type: none"> • Computer Case • Monitor • Keyboard • Mouse • Hard Disk Drive • Motherboard • Video Card
3. Data security and privacy may include but not limited to:	<ul style="list-style-type: none"> • Confidentiality • Cloud computing • Confidentiality • Cyber terrorism • Integrity -but-curious data serving
4. Security and control measures may include but not limited to:	<ul style="list-style-type: none"> • Countermeasures and risk reduction • Cyber threat issues • Risk management

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
- Interpretation
- Typing
- Communication
- Computing

Required Knowledge

The individual needs to demonstrate knowledge of:

- Input and output devices
- Central processing Unit (CPU)
- Peripherals
- Storage Media
- Software concept
- Types of concept
- Function of computer software
- Data security and privacy
- Security threats and control measures

- Computer crimes
- Detection and protection of computer crimes
- Laws governing protection of ICT
- Word processing;
 - ✓ Functions and concepts of word processing.
 - ✓ Documents and tables creation and manipulations
 - ✓ Mail merging
 - ✓ Word processing utilities
- Spread sheet;
 - ✓ Meaning, formulae, function and charts, uses, layout, data manipulation and application to cell
- Networking and Internet;
 - ✓ Meaning, functions and uses of networking and internet.
 - ✓ Electronic mail and world wide web
- Emerging trends and issues in ICT;
 - ✓ Identify and apply emerging trends and issues in ICT
 - ✓ Challenges posed by emerging trends and issues

EVIDENCE GUIDE

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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified input, output, CPU and storage media devices of computers in accordance to computer specification 1.2 Identified concepts, types and functions of computer software according to operation manual 1.3 Identified and controlled security threats 1.4 Detected and protected computer crimes 1.5 Applied word processing in office tasks 1.6 Prepared work sheet and applied data to the cells in accordance to workplace procedures 1.7 Used Electronic Mail for office communication as per workplace procedure 1.8 Applied internet and World Wide Web for office tasks in accordance with office procedures 1.9 Applied laws governing protection of ICT
<p>2. Resource Implications</p>	<ul style="list-style-type: none"> 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks
<p>3. Methods of</p>	<p>Competency may be assessed through:</p>

Assessment	3.1 Written tests 3.2 Practical assignment 3.3 Interview 3.4 Oral Questioning 3.5 Observation
4. Context of Assessment	Competency may be assessed 4.1 On the job 4.2 Off the job 4.3 During industrial attachment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE ENTREPRENEURIAL SKILLS

UNIT CODE: BUS/OS/OA/BC/04/4/A

UNIT DESCRIPTION

This unit covers the competencies required demonstrate entrepreneurial skills. It involves creating and maintaining small scale business, establishing small scale business customer base, managing small scale business and growing/ expanding small scale business.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
<p>These describe the key outcomes which make up workplace function.</p>	<p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><i>Bold and italicized terms are elaborated in the Range</i></p>
<p>1. Create and maintain small scale business</p>	<p>1.1 Generation and evaluation of business ideas is undertaken in accordance with the existing procedure</p> <p>1.2 Competencies are matched with business opportunities in accordance with business practices.</p> <p>1.3 Procedure for starting a small business is identified as per the legal requirements</p> <p>1.4 SWOT/ PESTEL analysis and or industrial survey is carried out according to office procedures</p> <p>1.5 <i>Business operations</i> are monitored and controlled following established procedures.</p> <p>1.6 Quality assurance measures are implemented in accordance with the business practices.</p> <p>1.7 Good relations are maintained with staff/workers as per the workplace policies.</p> <p>1.8 Policies and procedures on occupational safety and health and environmental concerns are constantly observed as per the workplace policies</p>
<p>2. Establish small scale business customer base</p>	<p>2.1 Good customer relations are maintained in accordance with office procedures</p> <p>2.2 New customers and markets are identified, explored and reached out to according to the marketing plan</p> <p>2.3 Promotions/Incentives are offered to loyal customers in accordance with office procedures</p> <p>2.4 Additional products and services are evaluated and tried in accordance with marketing strategy</p> <p>2.5 Customer record is maintained in accordance with office procedures</p>
<p>3. Manage small scale business</p>	<p>3.1 Enterprise is built up and sustained in line with judicious control of cash flows.</p> <p>3.2 Profitability of enterprise is ensured as per the internal</p>

	<p>controls.</p> <p>3.3 Unnecessary or lower-priority expenses and purchases are avoided as per the marketing strategy</p> <p>3.4 Basic cost-benefit analysis are undertaken in accordance with office procedures</p> <p>3.5 Basic financial management are undertaken in accordance with office procedures</p> <p>3.6 Basic financial accounting in undertaken in accordance with office procedures</p> <p>3.7 Business <i>internal controls</i> are implemented in accordance with office procedure</p> <p>3.8 Setting business priorities and strategies is carried out according to office procedures</p> <p>3.9 Preparation and interpretation of basic financial statements is undertaken in accordance with set procedures</p> <p>3.10 Preparation of business plans for small business is undertaken in accordance with <i>business strategy</i></p> <p>3.11 Business Social Responsibility is maintained in accordance with Standard Operations Procedures (SOP)</p>
4. Grow/ expand small scale business	<p>4.1 Prepared business growth strategy for small sale business in accordance with office procedures</p> <p>4.2 Incorporated technology in small scale business growth in accordance with technological trends</p> <p>4.3 Emerging issues and trends are considered in accordance with business growth strategy</p> <p>4.4 Built audience interest in product/service according to growth strategy</p> <p>4.5 Boosted cooperate communication according to business <i>communication strategy</i></p>

RANGE

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

Variable	Range
1. Business operations may include but not limited to:	<ul style="list-style-type: none"> • Purchasing • Accounting/administrative • Work production/operations/sales • Marketing
2. Internal control	<ul style="list-style-type: none"> • Accounting systems

may include but not limited to:	<ul style="list-style-type: none"> • Financial statements/reports • Cash management • Human resource management
3. Business Strategy may include but not limited to:	<ul style="list-style-type: none"> • Management of wastages • Environmental Conservation
4. Communication strategy may include but not limited to:	<ul style="list-style-type: none"> • Blue print of exchange of information • Technology and exchange of information

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:

- Marketing
- Advertising
- Basic bookkeeping
- Accounting
- Communication

Required Knowledge

The individual needs to demonstrate knowledge of:

- Generation and evaluation of business ideas
- Legal requirements for starting a small business
- SWOT/ PESTEL analysis
- Occupational Safety and Health
- Public relations concepts
- Business plan
- Business financing
- Marketing strategies
- Business management and control
- Production/ operation process
- Product promotion strategies

- Market and feasibility studies
- Business ethics
- Building customer relations
- Business models and strategies
- Types and categories of businesses
- Business internal controls
- Relevant national and local legislation and regulations
- Basic quality control and assurance concepts
- Building relations with customer and employees
- Building competitive advantage of the enterprise
- Business growth strategies

EVIDENCE GUIDE

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

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Demonstrated entrepreneurial skills 1.2 Demonstrate competencies to create a small-scale business 1.3 Demonstrated ability to conceptualize and plan a micro/small business 1.4 Grew customer base for the small-scale business 1.5 Demonstrated ability to manage/operate a micro/small-scale business 1.6 Demonstrated competencies to grow a micro/small-scale business
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Assessment location 2.2 Case studies on micro/small-scale enterprises 2.3 Assessment materials
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written tests 3.2 Observation 3.3 Oral questioning 3.4 Portfolio 3.5 Projects

4. Context of Assessment	Competency may be assessed 4.1 On the job 4.2 Off the job 4.3 During industrial attachment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE EMPLOYABILITY SKILLS

UNIT CODE: BUS/OS/OA/BC/05/4/A

UNIT DESCRIPTION

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating critical safe work habits, demonstrating workplace learning and workplace ethics.

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. Conduct self-management	1.1 Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 1.2 Emotional intelligence is demonstrated as per workplace requirements. 1.3 Individual performance is evaluated and monitored according to the agreed targets. 1.4 Assertiveness is developed and maintained based on the requirements of the job. 1.5 Accountability and responsibility for own actions are demonstrated based on workplace instructions. 1.6 Self-esteem and a positive self-image are developed and maintained based on values. 1.7 Time management, attendance and punctuality are observed as per the organization policy. 1.8 Goals are managed as per the organization's objective 1.9 Self-strengths and weaknesses are identified based on personal objectives
2. Demonstrate critical safe work habits	2.1. Stress is managed in accordance with workplace policy. 2.2. Punctuality and time consciousness is demonstrated in line with workplace policy. 2.3. Personal objectives are integrated with organization goals based on organization's strategic plan. 2.4. <i>Resources</i> are utilized in accordance with workplace policy. 2.5. Work priorities are set in accordance to workplace goals and objectives.

	<p>2.6. Leisure time is recognized and utilized in line with personal objectives.</p> <p>2.7. Drugs and substances of abuse are identified and avoided based on workplace policy.</p> <p>2.8. HIV and AIDS prevention awareness is demonstrated in line with workplace policy.</p> <p>2.9. Safety consciousness is demonstrated in the workplace based on organization safety policy.</p> <p>2.10. Emerging issues are identified and dealt with in accordance with organization policy.</p>
3. Demonstrate workplace learning	<p>3.1 Learning opportunities are sought and managed based on job requirement and organization policy.</p> <p>3.2 Improvement in performance is demonstrated based on courses attended.</p> <p>3.3 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job</p> <p>3.4 Time and effort is invested in learning new skills based on job requirements</p> <p>3.5 Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.</p> <p>3.6 New systems are developed and maintained in accordance with the requirements of the job.</p> <p>3.7 Awareness of personal role in workplace innovation is demonstrated based on requirements of the job.</p>
4. Demonstrate workplace ethics	<p>4.1 Policies and guidelines are observed as per the workplace requirements</p> <p>4.2 Self-worth and professionalism is exercised in line with personal goals and organizational policies</p> <p>4.3 Code of conduct is observed as per the workplace requirements</p> <p>4.4 Integrity is demonstrated as per legal requirement</p>

RANGE

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

Range	Variable
1. Personal objectives may include but not limited to:	<ul style="list-style-type: none"> • Long term • Short term • Broad • Specific

2. Feedback may include but not limited to:	<ul style="list-style-type: none"> • Verbal • Written • Informal • Formal
3. Team may include but not limited to:	<ul style="list-style-type: none"> • Small work group • Staff in a section/department • Inter-agency group
4. Drug and substance abuse may include but not limited to:	<ul style="list-style-type: none"> • Alcohol • Tobacco • Miraa • Over-the-counter drugs • Cocaine • Bhang • Glue
5. Emerging issues may include but not limited to:	<ul style="list-style-type: none"> • Terrorism • Social media • National cohesion • Open offices
6. Range of media for learning may include but not limited to:	<ul style="list-style-type: none"> • Mentoring • peer support and networking • IT and courses
7. Innovation may include but not limited to:	<ul style="list-style-type: none"> • New ideas • Original ideas • Different ideas • Methods/procedures • Processes • New tools

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Interpersonal
- Critical thinking
- Observation
- Organizing

- Record keeping
- Problem solving
- Decision Making
- Resource utilization

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
- Record keeping
- Workplace problems and how to deal with them
- Assertiveness
- Team work
- HIV and AIDS
- Drug and substance abuse
- Safe work habits
- Professional growth and development

- Technology in the workplace
- 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: <ul style="list-style-type: none"> 1.1 Conducted self-management 1.2 Demonstrated critical safe work habits 1.3 Demonstrated workplace learning 1.4 Demonstrated workplace ethics
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1. Access to relevant workplace where assessment can take place 2.2. Appropriately simulated environment where assessment can take place
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1 Oral questioning 3.2 Portfolio of evidence 3.3 Third Party Reports 3.4 Written tests
4. Context of Assessment	Competency may be assessed: <ul style="list-style-type: none"> 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE ENVIRONMENTAL LITERACY

UNIT CODE: BUS/OS/OA/BC/06/4/A

UNIT DESCRIPTION

This unit specifies the competencies required to demonstrate environmental literacy. It involves controlling environmental hazard, controlling environmental pollution, demonstrating sustainable resource use and evaluating current practices in relation to resource usage.

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. Control environmental hazard	1.1 Storage methods for environmentally hazardous materials are followed according to environmental regulations and OSHS. 1.2 Disposal methods of hazardous wastes are followed according to environmental regulations and OSHS. 1.3 <i>PPE</i> is used according to OSHS.
2. Control environmental pollution	2.1 <i>Environmental pollution control measures</i> are 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 noise pollution complied following environmental regulations.
3. Demonstrate sustainable use of resource s	3.1 Methods for minimizing wastage are complied with. 3.2 <i>Waste management procedures</i> are employed following principles of 3Rs (Reduce, Reuse, Recycle) 3.3 Methods for economizing or reducing resource consumption are practiced.
4. Evaluate current practices in relation to resource usage	4.1 Information on resource efficiency <i>systems and procedures</i> are collected and provided as per work groups/sector 4.2 <i>Current resource usage</i> is measured and recorded as per work group/sector 4.3 Current purchasing strategies are analyzed and recorded according to industry procedures. 4.4 Current work processes to access information and data is analyzed following enterprise protocol.
5. Identify environmental	5.1 Environmental legislations/conventions and

legislations/conventions for environmental concerns	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
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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
1. PPE may include but are not limited to:	<ul style="list-style-type: none"> • Masks • Gloves • Goggles • Safety hat • Overall • Hearing protector • Safety boots
2. Environmental pollution control measures may include but are not limited to:	<ul style="list-style-type: none"> • Methods for minimizing or stopping spread and ingestion of airborne particles • Methods for minimizing or stopping spread and inhaling gases and fumes • Methods for minimizing or stopping spread and ingestion of liquid wastes
3. Waste management procedures may include but are not limited to:	<ul style="list-style-type: none"> • Sorting • Storing of items • Recycling of items • Disposal of items • Handling • Transport
4. Current resources usage may include but are not limited to:	<ul style="list-style-type: none"> • Electric • Water • Fuel • Telecommunications • Supplies • Materials

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:

- Measuring
- Recording
- Analytical
- Monitoring
- Writing
- Communication

Required Knowledge

The individual needs to demonstrate knowledge of:

- Storage methods of environmentally hazardous materials
- Disposal methods of hazardous wastes
- Usage of PPE Environmental regulations
- OSHS
- Types of pollution
- Environmental pollution control measures
- Different solid wastes
- Solid waste management
- Different noise pollution
- Methods of minimizing noise pollution
- Solid Waste Act
- Methods of minimizing wastage
- Waste management procedures
- Economizing of resource consumption
- Principle of 3Rs
- Types of resources
- Techniques in measuring current usage of resources
- Calculating current usage of resources
- Types of workplace environmental hazards
- Environmental regulations
- Environmental regulations applying to the enterprise.
- Procedures for assessing compliance with environmental regulations.
- Collection of information on environmental and resource efficiency systems and procedures,
- Measurement and recording of current resource usage
- Analysis and recording of current purchasing strategies.
- Analysis current work processes to access information and data Analysis of data and information

EVIDENCE GUIDE

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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Controlled environmental hazards 1.2 Controlled environmental pollution 1.3 Demonstrated sustainable resource use 1.4 Evaluated current practices in relation to resource usage
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace with storage facilities 2.2 Tools, materials and equipment relevant to the tasks (e.g. cleaning tools, cleaning materials, trash bags, etc.) 2.3 PPEs 2.4 Manuals and references 2.5 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.6 Case studies/scenarios relating to environmental Protection
<p>3 Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation 3.2 Oral questioning 3.3 Written tests 3.4 Third party reports 3.5 Portfolio
<p>4 Context of Assessment</p>	<p>Competency may be assessed:</p> <ul style="list-style-type: none"> 4.1 On the job 4.2 Off the job 4.3 During industrial attachment
<p>5 Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

DEMONSTRATE OCUPATIONAL SAFETY AND HEALTH PRACTICES

UNIT CODE: BUS/OS/OA/BC/07/4/A

UNIT DESCRIPTION

This unit specifies the competencies required to practice safety and health and comply with OSH requirements relevant to work. It involves observing workplace procedures for hazards and risk prevention and participating in arrangements for workplace safety and health maintenance.

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. Adhere to workplace procedures for hazards and risk prevention	1.1 Arrangement of work area and items in accordance with workplace procedures requirements 1.2 Work standards and procedures are followed based on instructions 1.3 <i>Prevention and control measures</i> are applied based on instructions
2. Participate in arrangements for workplace safety and health maintenance	2.1 Orientations on <i>OSH requirements and regulations</i> is undertaken in line with policy. 2.2 Feedback on occupational health and safety are provided as per workplace instructions. 2.3 Workplace procedures for reporting hazards, incidents, injuries and sickness are adhered to as per workplace policy. 2.4 <i>OSH-related training needs</i> are identified and proposed as per workplace policy.

RANGE

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

Variable	Range

<p>1. Prevention and control measures may include but are not limited to:</p>	<ul style="list-style-type: none"> • Eliminate the hazard • Isolate the hazard • Substitute the hazard with a safer alternative • Use administrative controls to reduce the risk • Use engineering controls to reduce the risk • Use personal protective equipment • Safety, Health and Work Environment Evaluation • Periodic and/or special medical examinations of workers
<p>2. Safety gears /PPE (Personal Protective Equipment's) may include but are not limited to:</p>	<ul style="list-style-type: none"> • 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
<p>3. Incidents and emergencies may include but are not limited to:</p>	<ul style="list-style-type: none"> • Chemical spills • Equipment/vehicle accidents • Explosion • Fire • Gas leak • Injury to personnel • Structural collapse • Toxic and/or flammable vapors emission.
<p>4. OSH requirements / regulations may include but are not limited to:</p>	<ul style="list-style-type: none"> • Building code • Permit to Operate
<p>5. OSH-related trainings may include but are not limited to:</p>	<ul style="list-style-type: none"> • Safety Orientations relevant to tasks • Safe and Correct Operation of Tools and Equipment • Health Orientations/trainings • Prevention and Control of OSH Hazards in the workplace • Chemical Handling • Safety Trainings • Prevention and Control of Work-related Injuries and Illness • Basic First-aid Trainings • Emergency Response Trainings • Trainings on use of fire-extinguisher

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Knowledge management
- Collaborating
- Interpersonal
- Troubleshooting
- Critical thinking
- Observation

Required Knowledge

The individual needs to demonstrate knowledge of:

- General OSH principles and legislations
- Principles of good housekeeping (5S)
- Company/workplace policies/ guidelines
- Standards and safety requirements of work process and procedures
- Standard Workplace emergency plan and procedures
- Safety and health requirements of tasks
- Workplace guidelines on providing feedback on OSH and security concerns
- OSH regulations
- Hazard control procedures
- OSH trainings relevant to work

EVIDENCE GUIDE

<p>1. This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Arranged work area and items in accordance with 1.2. workplace procedures requirements 1.3. Followed work standards and procedures based on instructions 1.4. Applied <i>Prevention and control measures</i> based on instructions 1.5. Undertook orientations on <i>OSH requirements and regulations</i> in line with policy. 1.6. Provided feedback on occupational health and safety as per workplace instructions. 1.7. Adhered to workplace procedures for reporting hazards, incidents, injuries and sickness to as per workplace policy. 1.8. Identified and proposed <i>OSH-related training needs</i> as per workplace policy.
<p>2. Resource</p>	<p>The following resources should be provided:</p>

Implications	<p>2.1 Access to relevant workplace where assessment can take place</p> <p>2.2 Appropriately simulated environment where assessment can take place</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Oral questioning</p> <p>3.2 Portfolio of evidence</p> <p>3.3 Third Party Reports</p> <p>3.4 Written tests</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the –job</p> <p>4.3 During Industrial attachment</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

CORE UNITS OF COMPETENCY

HANDLE OFFICE CORRESPONDENCE

UNIT CODE: BUS/OS/OA/CR/01/4

Unit Description

This unit covers the competencies required to handle office correspondence. It involves receiving, recording, sorting and distributing incoming, out-going and electronic correspondence.

This standard applies in business industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements that specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the Range)</i>
1. Receive, record, sort and distribute incoming correspondence	1.1 Incoming <i>Office correspondence</i> are collected as per standard operating procedures and organization policy 1.2 Incoming correspondence are received and recorded as per organization policy 1.3 Incoming correspondence are sorted and distributed as per workplace policy 1.4 <i>Misdirected correspondence</i> are identified and re-routed as per workplace policy and standard operating procedures (SOPs)
2. Collect, record, sort and dispatch, outgoing, correspondence	2.1 Out-going correspondence are collected as per organization policy 2.2 Out-going correspondence are recorded as per organization policy 2.3 Out-going correspondence are sorted and dispatched as per workplace policy
3. Receive, sort, print and distribute incoming e-correspondence	3.1 Incoming correspondence are read and forwarded as per standard operating procedures and organizations policy 3.2 Incoming correspondence are printed and distributed as per organization policy 3.3 E-correspondence are responded to as per organization policy 3.4 Mails are scanned and dispatched as per 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.

Variables	Range
1. Office correspondence include but not limited to:	<ul style="list-style-type: none">• Letters• Memos• Emails
2. Misdirected correspondence include but not limited to:	<ul style="list-style-type: none">• Letters with wrong addresses• Letters addressed to unknown persons

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Computer
- Interpersonal
- Organizational
- Operating basic office tools and equipment
- Decision making

Required Knowledge

The individual needs to demonstrate knowledge of:

- Procedures for handling office correspondence
- Basic computer operations
- Communication
- Time management
- Record keeping

EVIDENCE GUIDE

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

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the individual:</p> <ul style="list-style-type: none"> 1 .1 Maintained accurate records of all correspondence 1 .2 Identified and distributed correspondence accurately and promptly 1 .3 Re-routed misdirected correspondence appropriately 1 .4 Handled e-mail correspondence promptly 1 .5 Demonstrated ability to use basic office tools and equipment 1 .6 Demonstrated knowledge of record keeping
<p>2. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2.1 A functional office with a kitchen
<p>3. Methods of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written tests 3.2 Observation 3.3 Oral questioning 3.4 Work based assignment 3.5 Third party reports
<p>4. Context of assessment</p>	<p>Assessment may be done:</p> <ul style="list-style-type: none"> 4.1 On-the-job 4.2 Off-the-job 4.3 Industrial attachment
<p>5. Guiding information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

HANDLE OFFICE ERRANDS

UNIT CODE: BUS/OS/OA/CR/02/4

Unit Description

This unit covers the competencies required to handle office errands. It involves delivering and collecting organization's documents, purchasing office supplies, maintaining evidence of deliveries and purchases done.

This standard applies in business industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements that specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the Range)</i>
1. Deliver office documents	1.1 Documents to be delivered are collected, sorted and recorded as per workplace policy 1.2 Cheques for banking are collected and recorded as per workplace policy. 1.3 A delivery plan is developed based on destinations of delivery. 1.4 Documents that require urgent delivery are given priority as per workplace policy
2. Collect office documents	2.1 Documents to be collected are identified and recorded as per workplace policy. 2.2 A collection plan is developed based on collection destinations. 2.3 Documents that require urgent collection are given priority as per workplace policy.
3. Purchase office supplies	3.1 List of office items to be purchased is developed based on requisitions as per workplace policy. 3.2 A mini budget for purchases is prepared in line with the purchase list as per workplace policy. 3.3 Office items are purchased based on list of purchases. 3.4 Purchased office items are recorded, sorted and distributed based on user requisitions. 3.5 Purchased items are stored based on their storage requirements and workplace policy. 3.6 Office supplies stock levels are monitored as per workplace policy. 3.7 Office cashbook is maintained as per

	workplace policy.
4. Maintain evidence of deliveries and purchases done	<p>4.1 Daily deliveries are recorded as per workplace policy.</p> <p>4.2 <i>Transaction evidence documents</i> are filed as per workplace policy.</p> <p>4.3 Expenditure surrender is done as per workplace policy.</p> <p>4.4 Unsuccessful deliveries are reported, recorded and filed as per workplace policy.</p>

RANGE

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

Variables	Range
1. Documents include but not limited to:	<ul style="list-style-type: none"> • Letters • Cheques • Publications • Minutes • Memos
2. Office items include but not limited to:	<ul style="list-style-type: none"> • Stationery • Tea items • Refreshments • Office tools • Office equipment
3. Transaction evidence documents include but not limited to:	<ul style="list-style-type: none"> • Receipts • Banking slip • Delivery notes • Stamped copies of letters

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Basic computer
- Interpersonal
- Organizational
- Operating basic office tools and equipment
- Decision making
- Analytical
- Numeracy
- Time management

Required Knowledge

The individual needs to demonstrate knowledge of:

- Basic computer operations
- Communication
- Time management
- Record keeping
- Planning
- Organizing
- Book keeping
- Map reading
- Budgeting
- Numeracy

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidence that the individual: 1 .1 Maintained accurate records of outgoing and incoming documents/items 1 .2 Distributed and collected documents promptly and accurately 1 .3 Developed effective collection and delivery plans 1 .4 Prepared accurate mini budgets for office purchases 1 .5 Monitored and maintained office supplies stock levels 1 .6 Recorded, distributed and stored purchased items appropriately 1 .7 Maintained accurate and up-to-date records of the office cashbook 1 .8 Demonstrated understanding of office supplies storage requirements 1 .9 Demonstrated ability to manage time. 1 .10 Maintained accurate records of transactions evidence 1 .11 Surrendered expenditure promptly 1 .12 Demonstrated ability to use basic office tools and equipment 1 .13 Demonstrated understanding of basic bookkeeping, map reading and budgeting
2. Resource 3. Implications	The following resources must be provided: 2.1 A functional office
4. Methods of assessment	Competency may be assessed through: 3.1 Written tests 3.2 Observation

	<p>3.3 Oral questioning</p> <p>3.4 Work based assignment</p> <p>3.5 Third party reports</p>
5. Context of assessment	<p>Assessment may be done:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 Industrial attachment</p>
6. Guiding information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

HANDLE CUSTOMER CARE DUTIES

UNIT CODE: BUS/OS/OA/CR/03/4

Unit Description

This unit covers the competencies required to handle customer care duties. It involves preparing and serving office refreshments, responding to clients' enquiries and maintaining a conducive working environment.

This standard applies in business industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements that specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the Range)</i>
1. Prepare and serve office refreshments	1 .1 <i>Hot beverages</i> are prepared and served as per standard operating procedures and workplace policy. 1 .2 <i>Other office refreshments</i> are served as per workplace policy. 1 .3 <i>Kitchen ware</i> and <i>equipment</i> are used as per manufacturer's instructions. 1 .4 Office kitchen ware and equipment are cleaned and maintained as per standard operating procedures and workplace policy.
2. Respond to clients' enquiries	2.1 Telephone calls are received and recorded as per workplace policy. 2.2 Visitors are received, queries addressed or escalated as per workplace policy. 2.3 Visitors are received and directed based on nature of enquiry as per workplace policy. 2.4 <i>Office deliveries</i> are received, recorded and directed as per workplace policy 2.5 Feedback to clients is provided as per workplace policy. 2.6 Feedback from clients is collected and recorded as per workplace policy. 2.7 Professionalism is maintained in handling clients' enquiries as per standard operating procedures and workplace policy.

<p>3. Maintain a conducive working environment</p>	<p>3.1 <i>Clients</i> are served as per workplace policy. 3.2 Work stations are cleaned and maintained as per workplace policy. 3.3 <i>Office supplies</i> are provided as per workplace policy. 3.4 Internal clients' needs are identified and recorded as per workplace policy. 3.5 Reported and documented customer care activities as per workplace policy.</p>
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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.

Variables	Range
<p>1. Hot beverages may Include but not limited to</p>	<ul style="list-style-type: none"> • Tea • Coffee • Cocoa
<p>2. Other office refreshments may include but not limited to:</p>	<ul style="list-style-type: none"> • Fruit juice • Milk • Alcoholic drinks • Non-alcoholic drink • Water
<p>3. Kitchen ware may include but not limited to</p>	<ul style="list-style-type: none"> • Cups • Glassware • Cutlery • Pans • Plates
<p>4. Office deliveries may Include but not limited to:</p>	<ul style="list-style-type: none"> • Letters • Parcels • Cheques • Publications • Minutes • Memos • Gifts
<p>5. Clients may Include but not limited to:</p>	<ul style="list-style-type: none"> • Staff members • Outsourced workers • Contract workers

6. Office supplies may include but not limited to:	<ul style="list-style-type: none"> • Stationery • Tools • Equipment • Refreshments
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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:

- Computer
- Interpersonal
- Organizational
- Operating basic office tools and equipment
- Decision making
- Communication
- Problem solving
- Analytical

Required Knowledge

The individual needs to demonstrate knowledge of:

- Preparation of office refreshments
- Office refreshments service
- Principles of customer service.
- Basic computer operations.
- Communication
- Time management
- Record keeping
- Telephone etiquette
- Office etiquette
- Professionalism
- Hygiene
- Occupational safety and health
- Kitchen ware
- Kitchen tools and equipment

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	1.1 Prepared hot beverages appropriately 1.2 Served office refreshments appropriately 1.3 Used, cleaned and maintained kitchen ware and equipment
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	<p>appropriately</p> <p>1.4 Demonstrated telephone etiquette</p> <p>1.5 Addressed or escalated visitors' queries appropriately</p> <p>1.6 Recorded and directed deliveries accurately and appropriately</p> <p>1.7 Handled clients promptly and professionally</p> <p>1.8 Provided feedback to client's accurately and promptly</p> <p>1.9 Collected and documented feedback</p> <p>1.10 from clients appropriately</p> <p>1.11 Cleaned and maintained effective and efficient working environment</p> <p>1.12 Aailed office supplies appropriately and promptly</p> <p>1.13 Reported and documented customer care activities.</p> <p>1.14 Demonstrated understanding of customer service principles</p>
2. Resource implications	<p>The following resources must be provided:</p> <p>2.1 A functional office with a kitchen</p>
3. Methods of assessment	<p>Competency may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Oral questioning</p> <p>3.3 Written test</p> <p>3.4 Portfolio of Evidence</p> <p>3.5 Interview</p> <p>3.6 Third party report</p>
4. Context of assessment	<p>Assessment may be done:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 During industrial attachment</p>
5. Guiding information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

MAINTAIN OFFICE PAPER RECORDS

UNIT CODE: BUS/OS/OA/CR/04/4

Unit Description

This unit covers the competencies required to maintain office paper records. It involves creating clients' files, identifying and retrieving files for use, monitoring file movement and updating file records. This standard applies in business industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements that specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the Range)</i>
1. Create clients' files	1.1 <i>Documents</i> from new clients are received as per workplace policy 1.2 Clients file is created and classified (coded) as per workplace filing system 1.3 Clients' document is filed as per workplace policy 1.4 A list of created files is developed and maintained as per workplace policy
2. Identify and retrieve files	2.1 Files to be acted upon are searched and retrieved based on filing system and records management policy 2.2 Files release register is established and maintained as per workplace policy 2.3 Retrieved files are recorded and released as per workplace policy
3. Monitor file movement	3.1 File movement registers are created and maintained as per workplace policy 3.2 Movement of office files is monitored as per workplace policy 3.3 Files that have been cleared with are returned and restored for reuse as per workplace policy 3.4 Data privacy and preservation of the file are guarded as per workplace policy
4. Update file records	4.1 File information for update is received and recorded as per workplace policy 4.2 Existing file records are updated as per workplace policy 4.3 Files are archived as per workplace policy 4.4 Office records report is prepared as per workplace policy.

RANGE

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

Variables	Range
1. Documents include but not limited to:	<ul style="list-style-type: none">• Application letters• Application forms

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Basic computer
- Analytical
- Interpersonal
- Organizational
- Operating basic office tools and equipment
- Decision making
- Problem solving
- Filing

Required Knowledge

The individual needs to demonstrate knowledge of:

- Principles of records management
- Information security
- Basic computer operations
- Communication
- Time management
- Record keeping
- File management

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 individual 1.1 Created clients' files appropriately 1.2 Developed and maintained clear records of created files 1.3 Demonstrated ability to search and retrieve files 1.4 Established and maintained up-to-date files movement registers
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	<p>1.5 1.5 Monitored movement of office files</p> <p>1.6 1.6 Returned and restored files after use appropriately and promptly</p> <p>1.7 1.7 Guarded data privacy and preservation of the files</p> <p>1.8 1.8 Demonstrated understanding of significance of information security</p> <p>1.9 1.9 Updated information in clients files accurately</p>
2. Resource implications	<p>The following resources must be provided:</p> <p>2.1 An office with a functional registry</p>
3. Methods of assessment	<p>Competency may be assessed through:</p> <p>3.1 Written tests</p> <p>3.2 Observation</p> <p>3.3 Oral questioning</p> <p>3.4 Work based assignment</p> <p>3.5 Third party report</p>
4. Context of assessment	<p>Assessment may be done:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 During industrial attachment</p>
5. Guiding information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

COORDINATE OFFICE REPAIRS AND MAINTENANCE

UNIT CODE: BUS/OS/OA/CR/05/4

Unit Description

This unit covers the competencies required to coordinate office facilities repairs and maintenance activities. It involves planning and overseeing facility repairs and maintenance, maintaining office hygiene as well as managing office keys movement. This standard applies in business industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements that specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the Range)</i>
1. Plan and oversee facility repairs and maintenance	1.1 Areas/items that require repairs are identified based on the workplace policy 1.2 A report on areas to be repaired/ maintained is prepared and documented as per workplace policy 1.3 Schedule for repair and maintenance works is prepared based on availability of resources and workplace policy 1.4 Repair works are supervised and records maintained in line with workplace policy 1.5 Ensure occupational safety and health procedures are observed as per legal requirement 1.6 Work quality is assessed based on agreed terms of service 1.7 Repaired/maintained items are restored to users as per workplace policy 1.8 Report on repairs and maintenance activities is prepared and documented as per workplace policy
2. Maintain office hygiene	2.1 Office premise cleaning schedule is prepared as per workplace policy. 2.2 Cleaning tools and equipment are obtained based on surfaces to be cleaned as per workplace policy 2.3 <i>Cleaning products and supplies</i> are obtained based on surfaces to be cleaned as per workplace policy 2.4 Cleaning is done in line with workplace policy 2.5 Work stations are arranged and restored to

	<p>order as per workplace policy</p> <p>2.6 Public areas of premises are cleaned as per workplace policy</p> <p>2.7 Ensure occupational safety and health procedures are observed as per legal requirement</p> <p>2.8 Sanitation facilities are cleaned and maintained as per workplace policy</p> <p>2.9 Cleaning materials, equipment, detergents and reagents are stored as per workplace policy</p>
3. Manage keys movement	<p>3.1 Keys are labelled in line with the workplace policy</p> <p>3.2 Keys are recorded and distributed according to the workplace policy</p> <p>3.3 Damaged and /or lost keys are reported, recorded and replaced as per workplace policy</p>

RANGE

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

Variables	Range
1. Cleaning tools and equipment Include but not limited to:	<ul style="list-style-type: none"> • Brooms • Mops • Buckets • Hoovers • Vacuum cleaners • Dust pans • Brushes
2. Cleaning products and supplies Include but not limited to:	<ul style="list-style-type: none"> • Disinfectants • Detergents

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Communication

- Computer
- Interpersonal
- Organizational
- Operating basic office tools and equipment
- Decision making
- Housekeeping

Required Knowledge

The individual needs to demonstrate knowledge of:

- Basic principles of facilities repair and maintenance
- Basic computer operations
- Communication
- Time management
- Record keeping
- Basic Mathematics
- Store keeping
- Housekeeping
- Occupation health and safety procedures
- Planning and organizing
- Basic security

EVIDENCE GUIDE

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

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the individual:</p> <p>1.1 Identified and recorded areas and items requiring repairs and maintenance</p> <p>1.2 Prepared effective and efficient repair and maintenance work schedules</p> <p>1.3 Supervised repair and maintenance work effectively</p> <p>1.4 Demonstrated understanding of occupational safety and health procedures</p> <p>1.5 Demonstrated ability to maintain a clean office environment</p> <p>1.6 Restored repaired items to users promptly</p> <p>1.7 Prepared and documented report on repairs and maintenance activities</p> <p>1.8 Demonstrated understanding of cleaning principles and procedures</p> <p>1.9 Stored cleaning tools, detergents and equipment appropriately</p> <p>1.10 Marked, recorded and distributed office keys appropriately</p> <p>1.11 Maintained accurate records of keys movement</p>
<p>2. Resource Implications</p>	<p>The following resource must be provided:</p> <p>2.1 A functional office</p>

<p>3. Methods of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written tests 3.2 Observation 3.3 Oral questioning 3.4 Work based assignment 3.5 Third party report
<p>4. Context of assessment</p>	<p>Assessment may be done:</p> <ul style="list-style-type: none"> 4.1 On-the-job 4.2 Off-the-job 4.3 During industrial attachment
<p>5. Guiding information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>