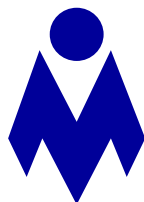




**STANDARD KEMAHIRAN PEKERJAAN  
KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**SME ADMINISTRATION SUPPORT SERVICES  
LEVEL 3**

**FB-053-3:2014**



**JPK**  
**Jabatan Pembangunan Kemahiran**  
**Kementerian Sumber Manusia, Malaysia**



**MALAYSIAN INSTITUTE OF  
HUMAN RESOURCE  
MANAGEMENT**

# STANDARD PRACTICE

## NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; SME ADMINISTRATION SUPPORT SERVICES - LEVEL 3

### 1. INTRODUCTION

The Standard Practice and Standard Content are parts of the NOSS document which is developed together with the Training, and Internship Manuals to complete the whole NOSS.

This is a new NOSS for the Small and Medium Enterprise (SME) Administration under the Business Management field. This document only covers competency standard for level 3. This NOSS document shows the structured career path for SME Administration Support Services field in Malaysian industry. It provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately facilitating him or her to embark on a career in this industry.

#### 1.1 SME Definition

SME definition in Malaysia is determined by the government via the SME Development Council.

14<sup>th</sup>. National SME Development Council meeting chaired by the Prime Minister has endorsed a new SME definition described in the “Guideline For New SME Definition” as follows:

A business will be deemed as an SME if it meets **either one of the two specified qualifying criteria**, namely sales turnover or full-time employees, **whichever is lower**. Details of the new definition are as follows:

##### 1.1.1 Definition by Size of Operation

- Microenterprises across all sectors: Sales turnover of less than RM300,000 OR less than 5 full-time employees.
- Table 1 summarises the definition for the small and medium categories for the respective sectors.

**Table 1: Definition by Size of Operation**

| Category                 | Small   | Medium   |
|--------------------------|---|--|
| Manufacturing            | Sales turnover from <b>RM300,000 to less than RM15 million</b> OR full-time employees from <b>5 to less than 75</b> | Sales turnover from <b>RM15 million to not exceeding RM50 million</b> OR full-time employees from <b>75 to not exceeding 200</b> |
| Services & Other Sectors | Sales turnover from <b>RM300,000 to less than RM3 million</b> OR full-time employees from <b>5 to less than 30</b>  | Sales turnover from <b>RM3 million to not exceeding RM20 million</b> OR full-time employees from <b>30 to not exceeding 75</b>   |

- If a business fulfils either one criteria across the different sizes of operation, then the smaller size will be applicable. For example if a firm's sales turnover falls under microenterprise but employment falls under small, the business will be deemed as a microenterprise.

#### 1.1.2 Classification of Sectors

- **'Manufacturing'** refers to physical or chemical transformation of materials or components into new products.
- **'Services'** refer to all services including distributive trade; hotels and restaurants; business, professional and ICT services; private education and health; entertainment; financial intermediation; and manufacturing-related services such as research and development (R&D), logistics, warehouse, engineering etc.
- **'Others'** refer to the remaining 3 key economic activities, namely:

##### (i) Primary Agriculture

- Perennial crops (e.g. rubber, oil palm, cocoa, pepper etc.) and cash crops (e.g. vegetables, fruits etc.)
- Livestock
- Forestry & logging
- Marine fishing
- Aquaculture

##### (ii) Construction

- Infrastructure
- Residential & non-residential
- Special trade

##### (iii) Mining & quarrying

Classification of economic activities for purposes of definition will be based on the Malaysian Standard Industrial Classification (MSIC) 2008 codes. This is to ensure comparability of data from various sources and to facilitate data harmonisation across the various providers of SME statistics. However, the list of activities is not exhaustive and may be subject to amendments from time to time.

#### 1.1.3 Details of Qualifying Criteria

- Sales turnover refers to total revenue including other incomes.
- Full-time employees include all paid workers working for at least 6 hours a day and 20 days a month; or at least 120 hours a month. Full-time workers also include foreign and contract workers. However, the definition excludes working proprietors, active business partners and unpaid family members or friends who are working in the business and do not receive regular wages.

- 'OR' basis means that a business will need to satisfy either one of the two criteria used in the definition (whichever is lower).
- If a business exceeds the threshold set under both criteria for 2 consecutive years (based on its financial year/ accounting period) then it can no longer be deemed as SMEs. Similarly, a business that is previously large can become an SME if it fulfills the qualifying criteria of SMEs for 2 consecutive years.
- For statistical purposes, all business establishments including foreign businesses that fulfill the SME definition will be classified as SMEs.

#### **1.1.4 Scope of SMEs**

In addition to the qualifying criteria i.e. sales turnover and full-time employees, there are additional conditions that must be fulfilled to be classified as SMEs:

#### **1.2.1 Types of Establishment**

SMEs refer to only pure business entities registered with the following bodies:

- Companies Commission of Malaysia (SSM) either under the Registration of Business Act (1956) or Registration of Company Act (1965) or Limited Liability Partnerships (LLP) Act 2012; or
- Respective authorities or district offices in Sabah and Sarawak; or
- Respective statutory bodies for professional service providers.

#### **1.2.2 Shareholding Structure**

- Companies that are public-listed but are in the secondary bourses such as the ACE market, Malaysia Online Trading Platform for Unlisted Market (MyULM) or in secondary markets / SME exchanges / unlisted markets in other countries will still be considered as SMEs for as long as they fulfil the qualifying criteria.
- Subsidiaries of firms in (i) will also be considered as SMEs for as long as they fulfill the qualifying criteria.

Subsidiaries refer to entities where the parent company has controlling power over the entities either via:

- The composition of its board of directors; or
- Has more than 50% of its voting power/ share capital (excluding preference shares); or
- Indirectly, through another entity which is a subsidiary that is owned by the parent company (two level subsidiary). For this, again the conditions in (i) and (ii) will apply .

These are also pre-conditions to be eligible for Government assistance programmes. It is also recommended that a **minimum local equity of more than 50%** be imposed depending on the objectives of the programmes, in order to qualify for Government assistance.

The Small and Medium Enterprise in Malaysia now plays a vital role in developing the Country's economy and in realizing the Governments initiative to become a high-income and knowledge-based nation as envisioned in the New Economic Model. This has positioned the SME on a powerful platform with strong support from the Government through capital grant, advisory service, research and innovation support, internal and international marketing programme, development of human capital and business opportunities in forms of policy and legislation support.

Theoretically there are hardly any gaps in the management methodology and technology between SME and other giant companies. The factors that differentiated them are the products, production size and services capacities. At medium and smaller capacities, the investment and work force are smaller and moderate comparable to the result and production and or service costs. In view of the fact that there are similar types of functions and activities even though in a smaller scale, the workers in SME are more inclined to do multitasking job unlike the bigger companies where the workers are more specialized in their tasks and duties. Although the type of skills required are more, the total normal hours of work per week limit remain not more than 48 hours as the period of normal working hours for all Malaysian employees are in accordance with the provisions of the law.

Workers of SME sector perform a wider role at a smaller capacity unlike workers in large companies. This raises the need to have specific National Occupational Skill Standard for SME to cover a combination of several job skills required for a certain job area in SME.

The rational for the development of this NOSS is to attract industry and training sectors towards flexible, dynamic and responsive skills accreditation systems in a way to support the industrial needs. The NOSS shall be used as a guide to keep current training programs up to date and abreast with Human Resource Management science and technology.

## **2. OCCUPATIONAL STRUCTURE**

- 2.1 This NOSS provides the employees and employers with the first hand information on SME Administration Support Services Level 3 functions and working environment. This NOSS also provides a career path and employment development for those involved in this profession.

The development of this NOSS for Level 3 (*Refer Figure 2.1 Occupational Framework matrix for SME Administration and figure 2.2 Occupational Area analysis (OAA) Chart for SME Administration support services*) is essential for SME Business sub-sector as it is a complete standards and guidelines.

|                   |                            |
|-------------------|----------------------------|
| <b>SECTOR</b>     | <b>BUSINESS MANAGEMENT</b> |
| <b>SUB-SECTOR</b> | <b>SME BUSINESS</b>        |
| <b>JOB AREA</b>   | <b>SME ADMINISTRATION</b>  |

|   | <b>LOGISTIC</b>               | <b>FORWARDING</b>                | <b>SME ADMINISTRATION</b>           |                     | <b>SECRETARY</b>         | <b>E-ADMINISTRATOR</b> | <b>LEGAL SECRETARY</b> |
|---|-------------------------------|----------------------------------|-------------------------------------|---------------------|--------------------------|------------------------|------------------------|
| 5 | <b>Not Available</b>          | Forwarding Operation Manager     | SME Administration Manager          |                     | Administration Manager   |                        |                        |
| 4 |                               | Forwarding Operation Executive   | SME Administration Executive        |                     | Administration Executive |                        |                        |
| 3 | Logistic Supervisor           | Forwarding Operation Supervisor  | SME Administration Supervisor       | Executive Secretary |                          | E-Administrator        | Chief Legal Clerk      |
| 2 | Logistic Technician           | Forwarding Operation Coordinator | SME Administrative Assistant        | Secretary           |                          | Admin Assistant        | Legal Clerk            |
| 1 | Logistic Assistant Technician | Forwarding Clerk                 | Junior SME Administrative Assistant | Junior Secretary    |                          | Clerk                  | Junior Legal Clerk     |

Figure 2.1 Occupational Framework Matrixes for SME Administration.

|                   |                            |
|-------------------|----------------------------|
| <b>SECTOR</b>     | <b>BUSINESS MANAGEMENT</b> |
| <b>SUB-SECTOR</b> | <b>SME BUSINESS</b>        |
| <b>JOB AREA</b>   | <b>SME ADMINISTRATION</b>  |

|          | <b>SME ADMINISTRATION</b>                       | <b>SECRETARY</b>               |
|----------|---|--------------------------------|
| <b>5</b> | <b>SME Administration Management</b>            |                                |
| <b>4</b> | <b>SME Administration Management Assistance</b> |                                |
| <b>3</b> | <b>SME Administration Support Services</b>      | <b>Executive Secretaryship</b> |
| <b>2</b> | <b>NA</b>                                       | <b>NA</b>                      |
| <b>1</b> | <b>NA</b>                                       | <b>NA</b>                      |

**Figure 2.2 Occupational Area Structure (OAS) Chart for SME Administration**

## 2.2 PRE-REQUISITE

The pre-requisite for Sijil Kemahiran Malaysia (SKM) for SME Administration Support Services Level 3 program is completed primary education and ability to read, write, and basic arithmetic. All candidates are also recommended to undergo on the job training to attain knowledge and skills in the SME Administration services field of work.

## 3. DESCRIPTION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

|  |  |
|--|--|
| Malaysia Skills Certificate Level 1:<br>(Operation and Production Level) | Competent in performing a range of varied work activities, most of which are routine and predictable.  |
| Malaysia Skills Certificate Level 2:<br>(Operation and Production Level) | Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.   |
| Malaysia Skills Certificate Level 3:<br>(Supervisory Level)              | Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.   |
| Malaysia Skills Diploma Level 4:<br>(Executive Level)                    | Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.  |
| Malaysia Skills Advanced Diploma<br>Level 5: (Managerial Level)          | Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation. |



#### **4. MALAYSIAN SKILL CERTIFICATION**

Candidates after being assessed, verified and have fulfilled the Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 1, 2 and 3, whereas for Level 4 and 5 they shall be awarded with Diploma Kemahiran Malaysia (DKM) and Diploma Lanjutan Kemahiran Malaysia (DLKM) respectively.

This NOSS outlines competency units, competency profile and curriculum of competency units in the SME Administration Support Service Level 3 working environment as required by the industry and has been analyzed, developed and documented by the selected industrial expert panel. To meet the requirements of this industry, it is imperative that the competency units, competency profile and curriculum of competency units outlined to follow a high standard as well as maintenance of consistencies throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency units, competency profile and curriculum of competency units must be conducted. The training & assessment of a SME Administration Support Services Level 3 must be deployed in accordance with JPK policy and in adherence to relevance business policy and legislations.

#### **5. JOB COMPETENCIES**

5.1 In general an SME Administration Support Services Level 3 incumbent is required to acquire the following core competencies recognized by the Malaysian Skills Certificate:

- Office Reception & Telephone Handling
- Housekeeping Support Services
- Information Technology and Data Processing Support Services
- Secretarial Function
- Human Resources Support Services
- Account Support Services
- Sales Services

5.2 There is no elective competency for this NOSS.

#### **6. WORKING CONDITIONS**

This NOSS is useful for those who are interested to build their careers under this field ought to prepare themselves to become accustomed to the diversity and dynamic working environment. In view of the higher diversification of duties, SME organization offer more challenging working environment in term of job varieties compared to bigger organization. Such working environment moulded SME employees to be resourceful, higher endurance, flexible , and able to adapt in many work environment challenges. These employees become highly appreciated and most important assets to the organization. The working environment that is harmony and mutually dependent strengthen the employee loyalty to the organization. The fact that the size of the organization is small enables the owner the ability to see and evaluates every individual contribution. This is the reason why most SME management prefers to promote and develop their employees from within.

The incumbent for this position belongs to the front line group of the organisation. In general, the natures of work for all support services function in this sector are almost similar. The nature of work between levels in the support service group may clearly be differentiated in terms of job proficiency only, and are also subjective to the working experience. The difference in nature of work is clearly seen in work supervision. Incumbent with suitable working experience may be given the opportunity to attend supervisory course under the National Competency Standard program and accountable to supervision of other workers. Whatever task and responsibility may be, every individual employee in this sub-sector must be familiar with the organization's business and product or services in order to provide effective service.

As an individual member of the organization, the person must continuously support the change program in the organisation to ensure that the firm is constantly relevant to its business environment. The responsibility is to ensure that the SME Administration Support Services functions runs smoothly and the organization productivity increase thus making SME Administration an important and challenging function. Timeliness is also the main decisive factor that cannot be overlooked or neglected in the life of a successful SME Administration Support Services incumbent.

The incumbents of these jobs will also interact with external parties. Therefore, upholding the image of the organisation is part of their responsibilities.

## **7. EMPLOYMENT PROSPECTS**

The total number of SME organizations recorded at the end of 2011 was 645,136, which indicated wider job opportunities offered in this sector. The SME organizations expansion into the global market is one of the factors that should be considered by those who concern with job security and career extension.

Unlike bigger organization, the SME organizations working environment are more family oriented where the members of the organization know each other despite the levels. This culture has created solid team relationships among employees and the leaders thus none of them felt excluded. Work challenges are jointly faced and revenues gained are openly shared in various forms with the employees. The small and medium group of employees also contributed to strengthening the unity of the team effort in their approach to achieve individual goals as well as the organizational goals. This has called up for positive and healthy work environment, which are good for career development.

Effective and performing employees in smaller size organizations are certainly conspicuous thus assessment and job promotions awarded are straightforward and fair. It is natural for smaller organizations that are actively growing to offer more jobs and career advancement opportunities as advancement opportunities are more rapid in these smaller organizations compared to larger and mature organizations.

It is expected from those involved in this in sector to prepare themselves with the multi-tasking system, and not to be too demanding. Nevertheless, employees should be thankful because this system moulds them to mature, more reliable, flexible and versatile. These are the real underpinning factors that advance ones in his career. The ability to adapt in oneself in various job situations definitely will upgrade their employability level.

The Government's effort to strengthen the country's growing economy under the Economic Transformation Programme forms a promising future for Malaysians. The benefits would be enjoyed by most workforce and businessmen in Malaysia. The industry growth rate continues to leap and the trend is predicted to stay positive for the upcoming for at least five to ten years. This economic growth is directly proportional with the high demand of skilled workers including SME Administration Support Services personnel. This development enlivened further with the increase of foreign investors' entry.

Job opportunities in the SME Administration Support Services field are very broad and not limited to SME sector only. Qualified individuals are capable of operating similar function in other industries.

For individuals who work in this area, they have promising future and wider career path should they work hard, honest, and apply competencies as part of their culture. They may improve their career by becoming the SME Office Administrator or manager.

The individuals shall be able to further their training and enhance their skills by following higher level SKM programs, or similar programs provided by other training providers and higher learning institution within and outside of the country.

They may also update and upgrade their knowledge by attending certificated, non-certificated and or continuous professional development program organized by professional bodies such as Malaysian Institute of Human Resource Management (MIHRM), National Industrial Experts and Technologists Council (NIETEC) or other recognized professional organization.

## 8. SOURCES OF ADDITIONAL INFORMATION

### Local

- **Kementerian Sumber Manusia Malaysia**  
Aras 6-9 Blok D3, Kompleks D,  
Pusat Pentadbiran Kerajaan Persekutuan, 62530 Putrajaya
- **The Secretariate**  
National SME Development Council  
c/o Development Finance and Enterprise Department,  
9th.Floor, Block C, Bank Negara Malaysia,  
Jalan Dato' Onn, 50480 Kuala Lumpur.  
<http://www.smeinfo.com.my>
- **SME Corporation Malaysia (SME Corp.)**  
Level 6, SME 1, Block B,  
Platinum Sentral, Jalan Stesen Sentral 2,  
Kuala Lumpur Sentral  
50470 KUALA LUMPUR  
<http://www.smecorp.gov.my>
- **Malaysian Institute of Human Resource Management, (MIHRM)**  
No. K1&2, Upper Ground Floor, Bangunan Khas, Jln 8/1E,  
Petaling Jaya, Selangor DE.  
[www.mihrm.com.my](http://www.mihrm.com.my)

- **Pembangunan Sumber Manusia Berhad**

Wisma HRDF, Jln Beringin,  
Damansara Heights,  
50490 Kuala Lumpur  
<http://www.hrdf.com.my>

## **International**

- **International Labor Organization**

4 route des Morillons , CH-1211 Genève 22 Switzerland  
Switchboard: +41 (0) 22 799 6111 Fax: +41 (0) 22 798 8685  
Website: <http://www.ilo.org> E-mail: [ilo@ilo.org](mailto:ilo@ilo.org)

## **9. APPROVAL DATE**

The National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on 25<sup>th</sup> September 2014.

## **10. ACKNOWLEDGEMENT**

10.1 This Standard has been circulated to the respective industry for two weeks for validation and feedback. The list of companies that have received the draft are as follow;

- i. SME Corporation Malaysia (SME Corp.)  
Level 6, SME 1, Block B,  
Platinum Sentral, Jalan Stesen Sentral 2,  
Kuala Lumpur Sentral  
50470 KUALA LUMPUR
- ii. IKA Works (Asia) Sdn Bhd.  
Integrated –Industrial Estate,  
Rawang, Selangor.
- iii. Malaysian Institute of Human Resource Management  
K2, Upper Ground Floor, Bangunan Khas, Lrg. 8/1E, Off Jln Barat,  
46050 Petaling Jaya, Selangor DE.
- iv. National Industrial Experts and Technologists Council (NIETEC)  
18, Jln Desa Satu, Tmn Universiti, Sg.Tangkas,  
43000 Kajang, Selangor DE.
- v. OHRM Consult Sdn Bhd.  
22-4-1, Diamond Square, Jln 4/50 Off Jln Gombak,  
53000, Kuala Lumpur.
- vi. Atlan Holdings Bhd,  
16<sup>th</sup>.Flr, Menara Atlan, 161B, Jln Ampang,  
50450 Kuala Lumpur.

- 10.2 This Standard was presented in the Council of Malaysian Institute of Human Resource Management special meeting (MIHRM) on 30 September 2013. The MIHRM Council believes that the standard content is in accordance with the industry practice and fulfils the latest practice of SME Administration Management requirement. This standard will be able to support and strengthen the practitioners' professionalism in this field.
- 10.3 This Standard was presented to the selected management representative of SME Corp. Malaysia on 16 June 2014. The representative concluded that the standard is acceptable for the SME community. The standard also has the potential to be used as a basis for capability and capacity improvement initiatives in programs designed and implemented by all ministries and agencies that concern SME development.
- 10.4 To meet the development process requirement, this standard has been presented to and reviewed by the following members of the Standard Evaluation Committee (Contents) on 13 November 2013 to ensure the suitability and accuracy of its contents:
- i. DR. HENRY YEOH CHEW HAI
  - ii. DR. JOHN BOSCO FERNANDEZ
  - iii. DR. THONG CHI WAH
- 10.5 The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

**11. NOSS DEVELOPMENT COMMITTEE MEMBERS**  
**SME ADMINISTRATION SUPPORT SERVICES      LEVEL 3**

| <b>PANEL</b>          |                                     |   |
|-----------------------|-------------------------------------|---|
| 1.                    | Pn. ROSITAH BINTI YAHAYA            | Manager<br>IKA Works (Asia) Sdn Bhd, Rawang, Selangor.                    |
| 2.                    | Pn. NORLIZA BINTI MOHD NOOR         | Business Manager<br>Worldwide Quality (M) Sdn Bhd                         |
| 3.                    | Pn. PARAMESWARY A/P THANGAVELU      | Manager<br>Asia Football Confederation                                    |
| 4.                    | Cik. THIEN KET CHIEW                | Administration Manager<br><i>Atlan Holdings Sdn Bhd</i>                   |
| 5.                    | Pn. Hj. ZAKIAH BINTI ABDULLAH       | Director<br>OHRM Consult Sdn Bhd. Kuala Lumpur.                           |
| 6.                    | Cik. NORITA BINTI ADNAN             | Manager<br>Brainwork Solutions, B. B. Bangi, Selangor.                    |
| 7.                    | Pn. ROZITA BINTI ABD SAMAD          | Pembantu Khas<br>Boustead Holdings Sdn Bhd.                               |
| 8.                    | En. BADROL HISHAM BIN HASHIM        | General Manager<br>Hektar Property Services Sdn Bhd                       |
| 9.                    | Pn. HASLIZAWATI BINTI ABDUL HAMID   | Management Executive<br>PLUS Helicopter Services Sdn Bhd.                 |
| 10.                   | Pn. CAROLINE BRIDGET GOMEZ          | Administrator<br>Malaysian Institute of Human Resource Management (MIHRM) |
| 11.                   | En. WAN MUHAMMAD ASYRAF BIN WAN DIN | Accountant<br>Boustead Holdings Sdn Bhd.                                  |
| <b>FACILITATOR</b>    |                                     |   |
| 1.                    | DR. MARZUKI BIN UJUD                | President<br>OHRM Consult Sdn Bhd. Kuala Lumpur                           |
| <b>CO-FACILITATOR</b> |                                     |   |
| 1.                    | EN. HAZIQ ASYRAF                    | Technical Officer<br>Legitimate Project Management Sdn. Bhd.              |

## 12. GLOSSARY

**Bookkeeping:** is the recording of financial transactions, and is part of the process of accounting.

**Balance sheet:** Financial statement that provides a "snapshot" of a business's financial position as of a specific date.

**Coaching:** is a powerful alliance designed to forward and enhance the lifelong process of human learning, effectiveness and fulfilment. It is a method of directing, instructing and training a person or group of people, with the aim to achieve some goal or develop specific skills.

**Code of Conduct for Industrial Harmony:** Areas for co-operation and Agreed Industrial Relations Practices. The Code to be observe. Failure to comply with any part of it may cause the award to be against you.

**Collective Bargaining;** is defined under section 2 of the Industrial Relation Act 1967 to mean negotiating with a view to the conclusion of a collective agreement.

**Collective Agreement:** an agreement in writing concluded between an employer or a trade union of employers on the one hand and a trade union of workmen on the other relating to the terms and conditions of employment and work of workmen or concerning relations between such parties

**Conciliation:** Conciliation is a process in which parties to a dispute, with the assistance of a neutral third party (the conciliator), identify the disputed issues, develop options, consider alternatives and endeavour to reach a resolution by agreement. The process is strictly confidential between the parties.

**Conflict:** A process that begins when one party perceives that another party has negatively affected, or is about to negatively affect , something that the first party cares about.

**Counseling:** is a conversational process that can be instrumental in the development of skills that help employees effectively confront and cope with uncertainties and conflicts.

**Critical Incidents Method:** a techniques that requires written records to be kept of highly favorable and highly unfavorable actions that occur in an employee's work.

**Culture:** the set of values, guiding beliefs, understandings, and ways of thinking that is shared by members of an organization and is taught to new memebbers as correct.

**Double-entry bookkeeping** is a system of bookkeeping where every entry to an account requires a corresponding and opposite entry to a different account.

**Employee referral program:** is an internal recruitment method employed by organizations to identify potential candidates from their existing employee's social networks. This scheme encourages a company's existing employees to select and recruit the suitable candidates from their social networks. As a reward, the employer typically pays the referring employee a referral bonus.

**Employment pass:** is type of work pass granted to foreign professionals with suitable qualifications and experience.

**Exempt staff or exempt employee** is an employee who falls outside of the definition of employee by the Employment Act 1955. Exempt employees are most often found in managerial, supervisory, professional, administrative, and functional leadership roles.

**Expatriate:** An expatriate (in abbreviated form, expat) is someone who has chosen to live in a country other than the one in which he or she legally resides.

**External equity:** A condition which exists when pay for employees performing jobs in a firm that is comparable to that of similar jobs in other firms.

**Grievance:** means any discontentment or dissatisfaction in an employee arising out of anything related to the enterprise where he/she is working. It arises when an employee feels that something has happened or is going to happen which is unfair, unjust or inequitable.

**Industrial Action:** Any form of coordinated action in an industrial dispute by employees, with or without the support of a trade union, that seeks to force employers to agree to their demands relating to wages, terms of employment, working conditions etc

**Internal equity:** A condition which exists when employees performing jobs for a company are paid according to their job's relative value within that organization.

**Invoice:** is a commercial document issued by a seller to a buyer, relating to a sale transaction and indicating the products, quantities, and agreed prices for products or services the seller has provided the buyer.

**Job Bidding:** A technique that permits individuals in the organization who believe that they possess the required qualifications to apply for the posted job.

**Job analysis:** The systematic process of determining the duties and skills required for performing jobs in an organization.

**Job Posting:** A procedure for communication to company employees the fact that job openings exist.

**Job Description:** A document that provides information regarding the tasks and responsibilities of the job.

**Job Specification:** The minimum acceptable qualifications that a person should possess to perform a job.

**Key Performance Indicator:** A Key Performance Indicator (KPI) is a critical measurement of the performance of essential tasks, operations, or processes. A KPI will usually unambiguously reveal conditions or performance that is outside the norm and that signals a need for managerial intervention

**Labor turnover:** Ratio of number of employees that leave a firm through attrition, dismissal, or resignation during a period to the number of employees on payroll during the same period. It is the rate at which an employer gains and losses employees. Simple ways to describe it are "how long employees tend to stay" or "the rate of traffic through



the revolving door." Turnover is measured for individual companies and for their industry as a whole.

**Learning organization:** An organization in which everyone is engaged in identifying and solving problems, enabling the organization to continuously experiment, improve, and increase its capability.

**Liquidity;** How quickly an asset can be converted into cash.

**Logistics:** The procurement, maintenance, distribution, and replacement of personnel and material.

**Long –term debts:** Loans that have maturities of longer than one year.

**Market potential** is an estimate of the possible sales of a commodity, a group of commodities, or a service for an entire industry in a market during a stated period under ideal conditions.

**Marketing Mix:** is a term used to describe the different kinds of choices organizations have to make in the whole process of bringing a product or service to market. The 4Ps (Product or service, Place, Price and Promotion) is one way of defining the marketing mix, and was first expressed in 1960 by E J McCarthy.

**Objective:** is a goal characterized by a comparatively short time span and specific, measurable achievements,

**Organization Design:** Is a formal, guided process for integrating the people, information and technology of an organization. It is used to match the form of the organization as closely as possible to the purpose(s) the organization seeks to achieve. Through the design process, organizations act to improve the probability that the collective efforts of members will be successful.

**Organization Development:** a collection of planned-change interventions, built on humanistic-democratic values, that seek to improve organizational effectiveness and employee well-being.

**Performance Appraisal:** A system that provides a periodic review and evaluation of an individual's job performance.

**Performance Dashboard;** Performance dashboard is a management tool to gauge performance and progress toward business goals. Dashboards can be designed and developed to address a wide range of objectives, from monitoring the viability of a global organization's business strategy, to keeping a check on a department's ability to achieve service-level targets.

**Performance Gaps** . The difference between the objectives established in the goal-formulation process and the result likely to be achieved if the existing strategy is continued.

**Sales Forecast;** is an estimate of the Ringgit or units sales for a specified future period.

**Sales Mix:** The relative amounts purchased of each of the products or services a company sells. A clothing company's sales mix might include 100 pairs of shoes, 200 shirts, 100 jeans, 25 suits, 50 dresses and 200 accessories. Sales mix is important

because some of a company's products or services may be more profitable than others. If a company's sales mix changes, its profits may rise or fall accordingly.

**Sales potential;** refers to the portion of the market potential that a particular firm can reasonably expect to achieve.

**Sales quotas:** are sales goals assigned to a marketing unit for use in managing sales efforts.

**Single-entry bookkeeping** system is a method of bookkeeping relying on a one sided accounting entry to maintain financial information.

**Situational analysis** A situational analysis defines and interprets the state of the environment of a person or organization. A situational analysis describes an organization's competitive position, operating and financial condition and general state of internal and external affairs.

**Standard Costing system:** is a tool for planning budgets, managing and controlling costs, and evaluating cost management performance. At the end of the accounting period, the actual amounts and costs of direct material used and the actual amounts and pay rates of direct labour utilized are compared to the previously set standards. Comparing the actual costs to the standard costs and examining the variances between them allows managers to look for ways to improve cost control, cost management, and operational efficiency.

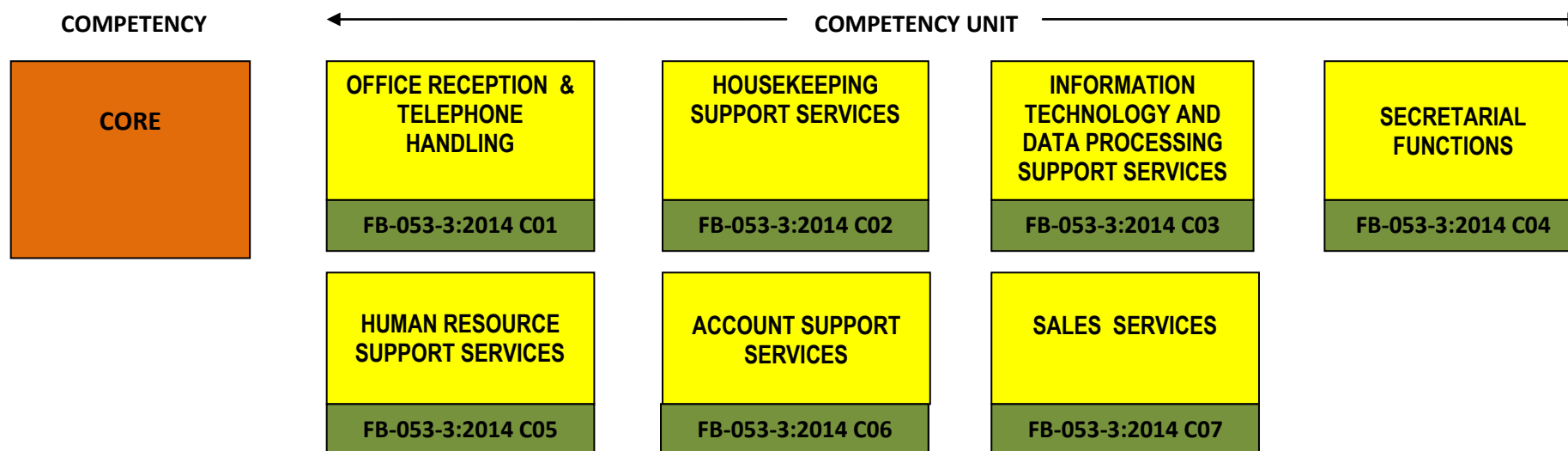
**Strategy:** the current set of plans, decisions and objectives that have been adopted to achieve the organization's goals.

**Trial Balance:** is a list of all the General ledger accounts (both revenue and capital) contained in the ledger of a business.

**Work Permit:** is a generic term for a legal authorization which allows a person to take employment. It is most often used in reference to instances where a person is given permission to work in a country where one does not hold citizenship.

## COMPETENCY PROFILE CHART (CPC)

|                   |  |                      |                      |
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| <b>SECTOR</b>     | <b>BUSINESS MANAGEMENT</b>                 |                      |                      |
| <b>SUB-SECTOR</b> | <b>SME BUSINESS</b>                        |                      |                      |
| <b>JOB AREA</b>   | <b>SME ADMINISTRATION</b>                  |                      |                      |
| <b>NOSS TITLE</b> | <b>SME ADMINISTRATION SUPPORT SERVICES</b> |                      |                      |
| <b>JOB LEVEL</b>  | <b>3</b>                                   | <b>JOB AREA CODE</b> | <b>FB-053-3:2014</b> |



## COMPETENCY PROFILE (CP)

|                   |                                     |
|-------------------|-------------------------------------|
| <b>Sub Sector</b> | SME BUSINESS                        |
| <b>Job Area</b>   | SME ADMINISTRATION                  |
| <b>NOSS TITLE</b> | SME ADMINISTRATION SUPPORT SERVICES |
| <b>Level</b>      | THREE (3)                           |

| CU Title                                 | CU Code            | CU Descriptor  | CU Work Activities   | Performance Criteria   |
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| 1. Office reception & telephone handling | FB-053-3 :2014 C01 | <p>This competency unit describes the skills, knowledge and attitude requirements in office reception &amp; telephone handling functions. The role of office reception &amp; telephone handling personnel is to implement a specified office reception &amp; telephone handling duties in order to achieve office reception &amp; telephone handling objectives.</p> <p>The person who is competent Office reception &amp; telephone handling activities will be able to analyze office reception &amp; telephone handling concept</p> | 1. Analyze office reception & telephone handling concept and requirements. | <p>1.1 Office reception &amp; telephone handling service and activities studied, office reception &amp; telephone handling personnel roles, office reception scope of work and rules and regulations examined, visitors type defined, Visitors reception cycle analyzed.</p> <p>1.2 Visitors waiting area facilities examined, reception &amp; telephone handling requirements determined and checklist examined.</p> <p>1.3 Business communication analyzed, telephone call handling personnel roles and scope of work examined, telephone usage rules and regulations examined and calls category defined.</p> |

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|  |  | <p>and requirements, plan office reception &amp; telephone handling activities, perform office reception activities, perform telephone calls handling activities, evaluate office reception &amp; telephone handling activities performance and Prepare office reception &amp; telephone handling activities report in accordance with organisational requirement.</p> <p>Effective Office reception and telephone handling personnel should be able to make the reception atmosphere conducive, orderly and comfortable to clients, convey business information to the right customers, responds customer's issues according to specification permitted and continuously lowering customer complaint's rate in accordance with organizational requirements.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered</p> | <p>2. Plan office reception &amp; telephone handling activities.</p> <p>3. Perform office reception activities</p> <p>4. Perform telephone calls handling activities</p> | <p>2.1 Office reception &amp; telephone handling service objective determined, office reception &amp; telephone handling standard operating procedure examined, office reception &amp; telephone handling facilities listed.</p> <p>2.2 Office reception &amp; telephone handling performance indicators determined.</p> <p>2.3 Office reception &amp; telephone handling activity plan developed.</p> <p>3.1 Visitors greeted, visitors waiting area facilities provided, office reception standard operating procedure followed, customer &amp; public queries handling procedure followed.</p> <p>3.2 Staff movement recorded, mail and deliveries handled.</p> <p>3.3 Office reception activities evaluated, office reception activities record updated.</p> <p>4.1 Telephone handling requirements prepared, telephone handling etiquette adhered, telephone calls handling procedure followed, telephone calls routing procedure followed.</p> |
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|  |  | systematically. | <p>5. Perform office reception &amp; telephone handling activities performance evaluation.</p> <p>6. Prepare office reception &amp; telephone handling activities report.</p> | <p>4.2 Customer inquiries response procedure, customer complaint handling procedure, and information search procedure followed.</p> <p>4.3 Telephone calls handling activities recorded.</p> <p>5.1 Office reception &amp; telephone handling performance evaluation objectives determined, office reception performance standard examined, and office reception &amp; telephone handling performance indicators obtained.</p> <p>5.2 Office reception &amp; telephone handling performance evaluated.</p> <p>5.3 Office reception &amp; telephone handling performance report generated.</p> <p>6.1 Report writing techniques analyzed, office reception &amp; telephone handling report format utilized and office reception &amp; telephone handling report contents developed.</p> <p>6.1 Office reception reporting procedure followed and report generated.</p> |
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| <p>2. Housekeeping support services</p> | <p>FB-053-3: 2014 C02</p> | <p>This competency unit describes the skills, knowledge and attitude requirements in housekeeping support services. The role of housekeeping support service personnel is to implement a specified Housekeeping support services duties in order to achieve housekeeping support services objectives.</p> <p>The person who is the Housekeeping Support Services incumbent will be able to perform housekeeping planning survey, perform housekeeping activities planning, perform housekeeping activities resources allocation, Monitor housekeeping activities, Prepare housekeeping contract implementation monitoring requirements, Monitor housekeeping contract implementation, perform</p> | <p>1.Perform housekeeping planning survey</p> | <p>1.1 Organizational housekeeping survey concept analyzed, organizational housekeeping survey purposes examined, organizational housekeeping survey methodology analyzed, organizational housekeeping survey procedure examined, organizational housekeeping and facilities maintenance survey expected outcome studied.</p> <p>1.2 Housekeeping planning survey requirements preparation carried out, housekeeping planning survey requirements preparation instruction examined, housekeeping planning survey objectives determined, housekeeping planning survey tools, equipment and materials, office &amp; plant floor plan, and organization premise layout obtained and housekeeping planning survey guide drafted.</p> <p>1.3 Housekeeping planning survey conducted, housekeeping activities coverage area indicated, housekeeping site inspection and site measurement conducted, housekeeping planning survey</p> |
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|  |  | <p>housekeeping activities performance evaluation, and perform housekeeping report preparation.</p> <p>Effective Housekeeping Support Service personnel should be able to conduct comprehensive housekeeping survey to support housekeeping planning purposes, produce an objective focused internal housekeeping activities plan, allocate housekeeping resources as specified, achieve internal housekeeping objectives, ensure the performance of housekeeping contract and implement housekeeping continuous performance improvement program.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p> | <p>2. Perform housekeeping activities planning.</p> | <p>plan plotted, and housekeeping planning survey area computed.</p> <p>1.4 Housekeeping activities requirements information compiled, floor cleaning information, work station cleaning, work bench, machineries cleaning, raw materials cleaning, process materials storage cleaning, process materials waiting apron cleaning, passageway cleaning, and air cleaning information compiled.</p> <p>1.5 Housekeeping activities planning survey report prepared.</p> <p>1.6 Housekeeping activities planning survey report submitted.</p> <p>2.1 Organizational housekeeping objective, organizational culture and policies interest, Occupational safety &amp; health interest, Product &amp; Process quality interest and Green technology interest studied.</p> <p>2.2 Housekeeping activities requirements, general Floor cleaning, work station cleaning, work bench, machineries cleaning, material storage cleaning, passageway cleaning and air cleaning requirements</p> |
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|  |  |  |  | <p>studied.</p> <p>2.3 Total organization housekeeping policies, general housekeeping rules and regulations, Occupational Safety &amp; Health related regulations, Environmental protection legislation requirements and housekeeping standard operation procedure examined</p> <p>2.4 Proposed housekeeping plan developed, housekeeping objective and housekeeping parameters determined, housekeeping program formulated, housekeeping schedule developed.</p> <p>2.5 Proposed housekeeping plan approval requested, proposed housekeeping plan justification prepared, proposed housekeeping plan documents compiled, proposed housekeeping plan proposal submitted, housekeeping plan approval obtained.</p> |
|  |  |  | 3.Perform housekeeping activities resources allocation | <p>3.1 Housekeeping cleaning volume and frequencies, general cleaning activities volume and frequencies, production process cleaning activities, volume and frequencies, periodical area, cleaning activities</p>   |

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|  |  |  |  | <p>volume and frequencies and Ad Hoc cleaning activities volume and frequencies computed.</p> <p>3.2 Housekeeping manpower requirements, general floor cleaning man hour rate, work station cleaning man hour rate, work bench cleaning man hour rate, machineries and equipment cleaning man hour rate, material storage cleaning man hour rate, process materials storage cleaning man hour rate, process materials storage cleaning man hour rate, passageway cleaning man hour rate, common area and all cleaning man hour rate computed.</p> <p>3.3 Housekeeping tools equipment and materials (TEM) requirements, wet cleaning process TEM requirements, dry cleaning process TEM requirements, oil cleaning process TEM requirement, blow cleaning process TEM requirement, machinery cleaning process TEM requirements, work bench cleaning process, TEM requirements and general cleaning process TEM requirements examined.</p> |
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|  |  |  | 4. Monitor housekeeping activities | <p>3.4 Housekeeping roster generated, total housekeeping man hours and total housekeeping manpower computed, housekeeping work grouping assigned, operating days determined and housekeeping roster developed.</p> <p>3.5 Housekeeping resources allocated, housekeeping manpower distribution formulated, housekeeping materials allocation plan and housekeeping tools and equipment allocation plan developed, housekeeping tools equipment and materials requisition generated.</p> <p>4.1 Housekeeping monitoring requirements prepared, Area Housekeeping objective observed, Area Housekeeping parameters observed, Area Housekeeping activities list scrutinized, Area housekeeping specification referred and Area housekeeping inspection checklist utilized.</p> <p>4.2 Housekeeping activities, general Floor cleaning, work station cleaning, work bench, machineries cleaning, material Storage cleaning, process materials storage cleaning, process materials waiting apron</p> |
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|  |  |  |  | <p>cleaning, passageway cleaning and air cleaning activities inspected.</p> <p>4.3 Housekeeping evaluated, Area housekeeping objective observed, Area housekeeping key performance indicators determined, Area housekeeping performance measured, performance gap analyzed and Area housekeeping evaluation findings generated.</p> <p>4.4 Housekeeping performance improvement initiated, performance key factors indicated, performance Improvement program objective determined, performance improvement program designed, performance improvement program implemented, performance improvement impact measured and performance improvement program report prepared</p> <p>4.5 Housekeeping inspection report developed, report structure designed, report format utilized, report content prepared and report endorsement obtained.</p> |
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|  |  |  | <p>5.Prepare housekeeping contract implementation monitoring requirements</p> | <p>5.1 Housekeeping contract implementation monitoring instruction examined, housekeeping contract job scope, housekeeping contract activities specification, housekeeping activities standard operating procedure, housekeeping activities coverage area and housekeeping contract delivery requirements examined</p> <p>5.2 Manpower requirements list, tools, equipments and materials requirements list, safety &amp; health regulations compliance requirements documents, housekeeping contract implementation monitoring process documents and housekeeping activities schedule obtained and housekeeping contract implementation checklist prepared.</p> |
|  |  |  | <p>6.Monitor housekeeping contract implementation.</p>                        | <p>6.1 Housekeeping contract implementation monitoring concept analyzed, monitoring systems purposes examined, housekeeping contract implementation and facilities maintenance standard, performance measurement concept, and contractual job scope</p>  |

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|  |  |  |  | <p>analyzed, housekeeping contract implementation checklist utilized.</p> <p>6.2 Housekeeping contract implementation monitoring systems developed, General housekeeping rules and regulations, Occupational Safety &amp; Health related regulation, Environmental protection legislation requirements and Housekeeping Standard operation procedure examined, housekeeping contract implementation and facilities maintenance performance indicator determined, housekeeping contract implementation and facilities maintenance monitoring process flow chart and housekeeping contract implementation and facilities maintenance monitoring procedure established.</p> <p>6.3 Housekeeping contract implementation monitored, general floor cleaning process inspected, work station cleaning process inspected, work bench cleaning process inspected, machineries cleaning process inspected, raw material storage cleaning process inspected, process materials storage cleaning process inspected, process materials waiting apron cleaning process</p> |
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|  |  |  |   | <p>inspected, passageway cleaning process inspected, air cleaning process inspected, common area housekeeping process inspected, compound cleaning process inspected, and building component cleaning inspected.</p> <p>6.4 Housekeeping contract implementation evaluated,</p> <p>6.5 Housekeeping contract implementation monitoring log book updated.</p> <p>7.1 Housekeeping activities performance evaluation objectives determined, housekeeping activities performance evaluation performance indicator, and housekeeping activities performance evaluation specification obtained.</p> <p>7.2 Housekeeping activities performance evaluation methodology utilized and housekeeping activities evaluated.</p> <p>7.3 Housekeeping activities monitoring log book updated.</p> <p>8.1 Housekeeping activities report prepared, report structure designed, report content</p> |
|  |  |  | <p>7. Perform housekeeping activities performance evaluation.</p> <p>8. Perform housekeeping report preparation</p> |  |

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|  |                    |   |   | developed, report format utilized, housekeeping activities record compiled, housekeeping contract implementation record compiled, and housekeeping activities report submitted.   |
| 3. Information technology and data processing support services | FB-053-3 :2014 C03 | <p>This competency unit describes the skills, knowledge and attitude requirements in Information technology and data processing support services. The role of Information technology and data processing support services personnel is to implement the information technology and data processing support services duties in order to achieve Information technology and data processing support services objectives.</p> <p>The person who is competent in Information technology and data processing support services activities will be able to perform electronic documents preparation, data sourcing and entry activities, operate Electronic Filing</p> | 1. Perform electronic documents preparation | <p>1.1 Electronic form template prepared, electronic form template concept and requirements analyzed, electronic form template production activities planned, electronic form template design examined, electronic form template evaluation and electronic form template filing carried out and electronic form template verification arranged.</p> <p>1.2 Business correspondence documents prepared, business correspondence documents concept and requirements analyzed, business correspondence requisition examined, business correspondence format determined, business correspondence content keyed-in, business correspondence documents generated, formatted business correspondence documents validation arranged and business correspondence</p> |



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|  |  | <p>System and perform computer systems installation and maintenance in accordance with organisational requirement.</p> <p>Effective information technology and data processing support service incumbent should be able to prepare an accurate and complete electronic documents, conduct reliable data sourcing, conduct an accurate data entries, operate an accurate, safe and traceable filing systems, and minimize operational idle time through an efficient information system maintenance practice.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p> | <p>2. Perform data sourcing and entry activities</p> | <p>documents recorded.</p> <p>1.3 Non-correspondence documents prepared, business non-correspondence documents concept and requirements analyzed, business non-correspondence requisition examined, business non-correspondence format determined, business non-correspondence preparation carried out, business non-correspondence documents generated, formatted business non-correspondence documents validation arranged and business non-correspondence documents recorded.</p> <p>1.4 Presentation materials prepared, presentation materials preparation concept and requirements analyzed, presentation materials preparation activities planned, carried out, presentation materials preparation, presentation materials preparation evaluated, and presentation materials verification arranged.</p> <p>2.1 Data sourcing and entry instruction analyzed, SME Administration data sourcing and entry objectives examined, data</p> |
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|  |  |  |  | <p>authoritative Source, data accuracy and validity and data specification analyzed, data security rules and regulations, data sourcing techniques and procedure and data entry techniques and procedure examined.</p> <p>2.2 Data sourcing and entry planned, SME Administration data sourcing and entry objective determined, SME Administration data sourcing and entry activities analyzed, SME Administration data sourcing and entry activities time frame examined, SME Administration data sourcing and entry activities methodology determined and SME Administration data sourcing and entry activities plan developed.</p> <p>2.3 Data sourcing and entry activities carried out, SME Administration data sourcing and entry objectives observed, business environment data source, Human Resource Data source, Administration data source and sales &amp; marketing data source identified, data authoritative Source and data accuracy and validity ensured, data types and nature determined, data security rules and regulations</p> |
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|  |  |  |  | <p>adhered, data sourcing techniques and procedure and data entry techniques and procedure followed and SME Administration data sourcing and entry recorded.</p> <p>2.4 Data sourcing and entry evaluated, SME Administration data sourcing and entry performance evaluation objectives and SME Administration data sourcing and entry performance indicator determined, SME Administration data sourcing and entry performance evaluated, SME Administration data sourcing and entry performance gap analysis conducted, and SME Administration data sourcing and entry improvement program proposal prepared.</p> <p>2.5 Data sourcing and entry report prepared, SME Administration data sourcing and entry report objectives determined, SME Administration data sourcing and entry reporting techniques applied, SME Administration data sourcing and entry report format utilized, and SME Administration data sourcing and entry report prepared.</p> |
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|  |  |  | <p>3. Operate electronic Filing System</p> | <p>3.1 Electronic folders prepared, electronic folders generation concept and requirements analyzed, electronic folders generation planned, computer software requirements determined, electronic folder and electronic folder name created, electronic folders searched, folder contents keyed-in and electronic folders recorded.</p> <p>3.2 Electronic files handled, electronic files handling concept and requirements analyzed, file subject determined, file coding systems implementation carried out, new file generation procedure, documents storage procedure, file closing procedure and file movement coordination procedure followed, and data safety controlling systems implemented.</p> <p>3.3 Electronic files maintenance carried out, electronic files maintenance concept and requirements analyzed, electronic files maintenance activities planned, file update and revision procedure followed, electronic files backup systems and file archive systems implemented,</p> |
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|  |  |  | <p>4. Perform computer systems installation and maintenance</p> | <p>electronic files maintenance performance evaluated and electronic files maintenance report prepared.</p> <p>4.1 Computer software installation carried out, computer software installation concept and requirements analyzed, computer software installation activities planned, computer software installation activities carried out, computer software usability test procedure followed, computer software installation evaluation conducted and computer software installation recorded.</p> <p>4.3 Computer hardware installation carried out, computer hardware installation concept and requirements analyzed, computer hardware installation activities planned, computer hardware installation activities and computer systems configuration carried out, computer hardware usability test procedure followed, computer hardware installation performance evaluated and computer hardware installation recorded.</p> <p>4.4 Computer hardware maintenance inspection carried out, computer hardware maintenance inspection</p> |
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|                          |                    |  |  | <p>concept and requirements analyzed, computer hardware maintenance inspection activities planned, computer hardware maintenance inspection activities carried out, computer hardware maintenance inspection evaluated and computer hardware maintenance inspection recorded.</p> <p>4.5 Computer peripherals inventory control carried out, computer peripherals inventory control concept and requirements analyzed, computer peripherals inventory control activities planned, computer peripherals inventory control carried out, computer peripherals inventory control evaluated and computer peripherals inventory control recorded.</p> |
| 4. Secretarial functions | FB-053-3 :2014 C04 | This competency unit describes the skills, knowledge and attitude requirements in secretarial functions. The role of secretarial functions personnel is to implement specified secretarial duties in order to achieve prescribed office management objectives. | 1. Perform office communication function | <p>1.1 Office communication systems studied, office telecommunication technology, office electronic communication systems, communication despatch systems, courier systems and postal systems analyzed.</p> <p>1.2 Office communication requirements prepared, office communication equipments provided, office communication</p>   |

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|  |  | <p>The incumbent who is competent in Secretarial functions will be able to perform office communication, confidential documentation, meeting arrangements, and statutory affairs compliances and monitor official schedule/diary in accordance with organisational requirements.</p> <p>Effective secretary should be able to achieve office communication function, confidential documents handling and meeting coordination objectives and continuously ensure no statutory non-compliance issues and manage official diary/schedule.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p> |  | <p>service registration, installation &amp; rental completed, office electronic social media system registration, installation and rental completed.</p> <p>1.3 Office communication systems, telephone call, clients enquiries, and telephone contact handled, telephone contact register maintained, e-mail communication administered, e-mail contact register maintained, and fax communication systems administered.</p> <p>1.4 Office communication equipment maintenance arranged, office communication equipment identified, maintenance service provider identified, office communication equipment maintenance proposal developed, office communication equipment maintenance proposal approval obtained and office communication equipment maintenance assigned</p> <p>1.5 Office mail &amp; postal activities carried out, incoming mail recorded, incoming correspondence register updated, outgoing mail arranged and outgoing mail recorded.</p> |
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|  |  |  | 2. Perform confidential documentation. | <p>1.6 Office communication function evaluated, office communication function evaluation objective determined, office communication function key performance indicator obtained, office communication function performance measured, performance gap analyzed, office communication function improvement plan developed and submitted.</p> <p>1.7 Periodical office communication report prepared.</p> <p>2.1 Business documentation process analyzed.</p> <p>2.2 Confidential business dealing documentation (Contract document, business proposal and strategy, feasibility studies, etc. ) prepared, confidential business dealing documentation preparation instruction examined, business dealing documentation draft obtained, business dealing documentation structure designed, business dealing documentation format determined, business dealing documentation content keyed-in, report references inserted, confidential business dealing documentation</p> |
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|  |  |  |  | <p>cover designed, confidential business dealing documentation generated and confidential business dealing documentation submitted.</p> <p>2.3 Confidential management report prepared, confidential management report preparation instruction examined, report draft obtained, report structure designed, report format determined, report content keyed-in, report graphic, statistical table and pictures, and report references inserted, report cover designed, and confidential management report generated.</p> <p>2.4 Internally circulated document prepared, internally circulated documents preparation instruction examined, internally circulated document draft obtained, internally circulated document structure designed, internally circulated document format determined, internally circulated document content keyed-in, and confidential internally circulated document generated.</p> <p>2.5 External correspondence documents prepared, external correspondence documents</p> |
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|  |  |  | 3. Perform meeting arrangement | <p>preparation instruction examined, external correspondence document draft obtained, external correspondence document structure designed, external correspondence document format determined, external correspondence document content keyed-in, and confidential external correspondence document generated.</p> <p>2.6 Confidential document filing administration, office documents filing systems and office documents filing facilities examined and documents reference identification number assigned.</p> <p>3.1 Meeting concept, meeting purpose and objective, problem solving concept, group decision making concept, brain storming concept, meeting types and meeting process analyzed.</p> <p>3.2 Meeting requirements prepared, meeting objectives, meeting agenda and meeting members list obtained, meeting facilities and meeting resources identified, meeting date and time obtained, notice of meeting prepared , meeting attendance list, minute of</p> |
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|  |  |  |  | <p>previous meeting and meeting reminder generated and meeting register developed.</p> <p>3.3 Departmental meeting arrangement carried out, meeting requisition and instruction detail examined, meeting objective acquired, meeting member list obtained, notice of meeting prepared, meeting notice delivered, meeting materials, meeting resources and meeting refreshment prepared, meeting room and facilities arranged, meeting minutes taking conducted, minutes meeting draft verification submitted, minutes meeting signatories arranged, meeting minutes disseminated, and departmental meeting record updated.</p> <p>3.4 Meeting minute taking activities carried out, minute taking requirements, meeting particulars written, meeting dictation conducted, meeting note checked, meeting note clarification conducted, meeting note refined and minute of meeting generated.</p> <p>3.5 Meeting arrangement performance evaluated, meeting arrangement performance</p> |
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|  |  |  | 4. Perform statutory affairs compliances | <p>evaluation objective determined, meeting arrangement key performance indicator obtained, meeting arrangement performance measured, performance gap analyzed and meeting arrangement improvement plan proposed.</p> <p>3.6 Meeting register updated.</p> <p>4.1 Statutory affairs compliance activities analyzed, related statutory rules and regulations studied, Licenses regulation systems , Licenses validity period and Contract validity period examined.</p> <p>4.2 Statutory affairs compliance activities requirements prepared, Registrar of Companies office statutory compliance requirements, Local government related statutory compliance requirements, Road Transport Department statutory requirements, Business licenses related statutory requirements. Inland revenue and taxes statutory requirements and Immigration related statutory requirements prepared and statutory affairs compliance</p> |
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|  |  |  |  | <p>activities schedule developed.</p> <p>4.3 Statutory affairs compliance activities carried out, statutory affairs compliances activities requirements prepared, business registration affairs, licenses registration &amp; renewal requirements, local authorities rules &amp; regulations compliances, immigration related statutory requirements compliance, utilities rentals and bills payment and utilities registration and bills payments arranged.</p> <p>4.4 Office communication function evaluated, office communication function evaluation objective determined, office communication function key performance indicator obtained, office communication function performance measured, performance gap analyzed, office communication function improvement plan proposed and office communication function improvement plan approval obtained.</p> <p>4.5 Statutory affairs compliance activities record updated.</p> |
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|  |  |  | <p>5. Perform official diary monitoring.</p> | <p>5.1 Official Diary handling concept analyzed, Diary management concept and Time management concept analyzed, Event nature, classification , type and event prioritization concept examined</p> <p>5.2 Official diary handling requirements prepared, Diary handling policy and mandate obtained, Electronics diary systems application technique applied, Diary communication channel determined and Event awareness systems installed.</p> <p>5.3 Official diary handling activities carried out, Official diary monitoring requirements prepared, Official appointment list, Official meeting detail, Official activity list, Official ceremonials list and organizational event detail examined, Official appointment request handled, Official activities scheduling conducted, Official diary generated, Official diary endorsement obtained and Official diary event notification and control conducted</p> <p>5.4 Official schedule /diary priority issued.</p> |
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|                                    |                    |   |   | <p>5.5 Official diary priority issues notification conducted</p> <p>5.6 Official diary periodical report generated.</p>  |
| 5. Human resource support services | FB-053-3 :2014 C05 | <p>This competency unit describes the skills, knowledge and attitude requirements in Human resource support services</p> <p>The role of Human resource support services incumbent is to provide support services in the implementation of all human resources management function of the organization as specified by the SME management in order to achieve the given functional objectives.</p> <p>The person who is competent Human resource support services function will be able to perform employment support service activities, foreign employment</p> | 1. Perform employment support Service Activities. | <p>1.1 Open recruitment campaign support service carried out, job instruction and requirements determined, open recruitment campaign support service activities planned, open recruitment campaign support service standard &amp; procedure followed, open recruitment campaign support service performance evaluated and record open recruitment campaign support service recorded.</p> <p>1.2 Job posting &amp; Job bidding support service carried out, Job instruction and requirements examined, job posting &amp; Job bidding support service activities planned, Job posting &amp; Job bidding support service standard &amp; procedure followed, Job posting &amp; Job bidding support service performance evaluated, and Job posting &amp; Job bidding support service recorded.</p> <p>1.3 HR selection support service carried out, Job instruction and</p> |

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|  |  | <p>support Service activities, training support service activities., Human Resource filing systems implementation, HR filing systems maintenance, and perform communication Support Service activities in accordance with organisational requirement.</p> <p>Effective Human Resource Support Service personnel should be able to provide employment support service activities that is complied with the organizational and labour legislation requirements, accurate staffing documentation &amp; record, fulfil specified training support services requirements preparation, and effectively handle internal communication assignment timely.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p> |  | <p>requirements determined, HR selection support service activities planned, HR selection support service standard &amp; procedure followed, HR selection support service performance evaluated and HR selection support service recorded.</p> <p>1.4 Induction program support service carried out, Job instruction and requirements determined, Induction program support service activities planned, Induction program support service standard &amp; procedure followed, Induction program support service performance evaluated and Induction program support service recorded.</p> <p>1.5 Employment statutory documentation carried out, Job instruction and requirements determined, employment statutory documentation requirements determined, employment statutory documentation standard &amp; procedure followed, employment statutory documentation performance evaluated and employment statutory documentation recorded.</p> |
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|  |  |  | <p>2. Perform Foreign Employment Support Service Activities.</p> | <p>2.1 Foreign employee employment application support service carried out, Job instruction and requirements examined, foreign employee employment application support service activities planned, foreign employee employment application support service standard &amp; procedure followed, foreign employee employment application support service performance evaluated and foreign employee employment application support service recorded.</p> <p>2.2 Employment pass application support service carried out, job instruction and requirements examined, Employment Pass application support service activities planned, Employment pass application support service standard and procedure followed, Employment pass application support service performance evaluated and Employment pass application support service recorded.</p> <p>2.3 Work permit application support service carried out, Job instruction and requirements determined, work permit application support service activities planned, work permit</p> |
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|  |  |  |  | <p>application support service standard and procedure followed, work permit application support service performance evaluated and work permit application support service recorded.</p> <p>2.4 Employment pass &amp; work permit cancellation support service carried out, Job instruction and requirements determined, Employment pass &amp; work permit cancellation support service activities planned, Employment pass &amp; work permit cancellation support service standard &amp; procedure followed, Employment pass &amp; work permit cancellation support service performance evaluated and Employment pass &amp; work permit cancellation support service recorded.</p> |
|  |  |  | <p>3. Perform Training Support Service Activities.</p> | <p>3.1 Training facilities prepared, Job instruction and requirements examined, training facilities preparation activities planned, training facilities preparation standard &amp; procedure followed, facilities preparation performance evaluated and training facilities preparation recorded.</p> <p>3.2 Training material production carried</p>  |

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|  |  |  |  | <p>out, Job instruction and requirements determined, training material production activities planned, training material production standard &amp; procedure followed, training material production performance evaluated and training material production recorded</p>  |
|  |  |  |  | <p>3.3 Resource centre support service carried out, Job instruction and requirements determined, resource centre support service activities planned, resource centre support service standard &amp; procedure followed, resource centre support service performance evaluated and resource centre support service recorded.</p> |
|  |  |  | <p>4. Perform Human Resource Filing Systems Implementation</p> | <p>4.1 HR document filing carried out, Job instructions and requirements determined, HR document filing activities planned, HR document filing activities standard &amp; procedure followed, HR document filing activities performance evaluated and HR document filing activities recorded,</p>                                |
|  |  |  |  | <p>4.2 HR document retrieve carried out, Job instruction and requirements examine, HR Document file retrieve process planned, HR file retrieve</p>  |

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|  |  |  |   | <p>standard &amp; procedure followed, HR file retrieve performance evaluated, and HR file movement recorded.</p> <p>4.3 Job instruction and requirements determined, HR Document file maintenance system operated, HR file maintenance standard &amp; procedure followed, HR file maintenance performance evaluated and HR file maintenance recorded.</p>  |
|  |  |  | 5. Perform Communication Support Service activities | <p>5.1 Meeting facilities prepared, Job instruction and requirements determined, meeting facilities preparation activities planned, meeting facilities preparation carried out, meeting facilities preparation activities performance evaluated and meeting facilities preparation activities recorded.</p> <p>5.2 Communication despatch arrangement carried out, Job instruction and requirements determined, communication despatch arrangement standard &amp; procedure followed, communication despatch arrangement performance evaluated and communication despatch recorded.</p> <p>5.3 Internal documents circulation carried out, Job instruction and</p> |

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|                                 |                    |  |                                    | <p>requirements determined, internal documents circulation requirements examined, internal documents circulation standard &amp; procedure followed, internal documents circulation performance evaluated and internal documents circulation recorded.</p> <p>5.4 Employee suggestion handled, Job instruction and requirements examined, Employee suggestion program concept and requirements analyzed, Employee suggestion rules and regulations examined, Employee suggestion handling standard &amp; procedure followed and Employee suggestion recorded.</p> <p>5.5 Communication Support Service activities report generated, report structure designed, report content developed, report format utilized, and report drafted.</p> |
| 6. SME Account Support Services | FB-053-3 :2014 C06 | This competency unit describes the skills, knowledge and attitude requirements in SME Account Support Services functions. The role of SME Account Support Services personnel is to provide account support | 1. Perform Book keeping activities | <p>1.1 Bookkeeping concept and requirements analyzed, bookkeeping systems, sales ledger handling concept and requirements and purchase ledger handling concept and requirements studied.</p> <p>1.2 Bookkeeping activities planned,</p>   |

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|  |  | <p>services as required to the organization in order to achieve departmental and organizational objectives.</p> <p>The person who is competent in SME Account support services will be able to perform book keeping activities, revenue collection support services and fixed asset administration support services in accordance with organizational requirements.</p> <p>An effective SME Account Support Services personnel should be able to systematically and timely perform bookkeeping activities, achieve revenue collection objective, keep accurate record of all assets of the organization in accordance with specified standard and organizational requirement.</p> <p>The outcome of this CU is to meet occupational skills</p> |  | <p>Bookkeeping activities objectives determined, sales ledger handling system and purchase ledger handling systems examined, Book keeping activities time frame determined, and Bookkeeping activities plan developed.</p> <p>1.3 Bookkeeping activities carried out, Bookkeeping activities objectives observed, Bookkeeping activities plan, sales ledger handling procedure, purchase ledger handling procedure and bookkeeping operational time frame followed and Bookkeeping activities record updated.</p> <p>1.4 Bookkeeping activities evaluated, Bookkeeping activities evaluation objectives determined, Bookkeeping activities key performance indicator examined, sales ledger and purchase ledger inspected, Bookkeeping activities evaluation conducted, and Bookkeeping activities evaluation report generated.</p> <p>1.5 Periodical bookkeeping activities report prepared, periodical Bookkeeping activities reporting techniques applied, periodical Bookkeeping activities report</p> |
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|  |  | standard which incorporate the skills, knowledge and attitude to be delivered systematically. | 2. Perform revenue collection support services | <p>format utilized, periodical Bookkeeping activities report contents determined and periodical Bookkeeping activities report generated.</p> <p>2.1 Revenue collection support services concept and requirements studied, revenue collection concept, account receivable concept and requirements, finance and account handling rules and regulations concept and requirements, finance and account policy and procedures formulation concept and requirements, invoice generation and issuance procedure formulation concept and requirements, payment receiving and recording procedure formulation concept and requirements, daily cash receiving procedure formulation concept and requirements, daily cheque receiving procedure formulation concept and requirements and banking and account maintenance procedure formulation concept and requirements analyzed.</p> <p>2.2 Revenue collection support services planned, revenue</p> |
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|  |  |  |  | <p>collection policies and procedures examined, revenue collection objectives determined, invoice generation and issuance procedure, revenue collection notice issuance procedure, daily collection receipts reconciliation procedure and banking and account maintenance procedure outlined, and revenue collection plan drafted.</p> <p>2.3 Revenue collection support services performed, revenue collection policies and procedures followed, revenue collection plan implemented, invoice generation and issuance procedure followed, customers data updated, customers billing history traced, revenue collection notice generated, daily collection receipts reconciliation procedure and payment receiving and recording procedure followed and revenue collection report generated.</p> <p>2.4 Revenue collection support services evaluated, revenue collection evaluation objectives determined, revenue collection key performance indicator examined, revenue collection evaluation and performance gap</p> |
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|  |  |  | <p>analysis conducted, performance improvement plan developed and revenue collection evaluation report generated.</p> <p>2.5 Revenue collection support services report prepared, periodical revenue collection support services reporting techniques applied, periodical revenue collection support services report format utilized, periodical revenue collection support services report contents drafted, periodical revenue collection support services reporting procedure followed, and periodical revenue collection support services report generated.</p> <p>3.1 Fixed asset administration support services performed, fixed assets administration support services instruction and fixed asset administration support services requirements obtained, asset administration policies and procedures followed, physical fixed asset inventory recording carried out, asset register and tagging procedures followed, fixed asset disposal procedures followed, and fixed asset disposal record updated.</p> |
|  |  |  | <p>3. Perform fixed asset administration support services</p>   |

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| 7. Sales Services | FB-053-3<br>:2014 C07 | <p>This competency unit describes the skills, knowledge and attitude requirements in performing sales and related activities. The role of sales person is to perform sales and sales related activities as specified to achieve the targeted sales volume and revenue within a specified period in a long term sales plan, in order to support the achievement of the overall organizational profitability and objectives.</p> <p>The person who is competent in sales services functions will be able to analyze sales activities instruction, prepare sales activities requirements, perform sales activities planning, perform sale activities, perform after sales services arrangement, perform sale activities evaluation and perform periodical sales record documentation in accordance with organisational requirement.</p> | <p>1. Analyze sales activities instruction</p> <p>2. Prepare sales activities requirements</p> <p>3. Perform sales activities planning</p> <p>4. Perform sale activities</p> | <p>1.1 Sales Instruction examined, instruction official source checked, instruction direction defined, instruction requirements analyzed, instruction authority and instruction validity checked and sales instruction accepted.</p> <p>2.1 Sales concept analyzed, sales policy and procedure , sales quota allocation, sales pricing strategy, cash handling process, non-cash payment process, sales inventory record systems and sales promotion program examined, sales promotion technique studied and sales requirement checklist generated.</p> <p>3.1 Sales objective determined, product information and sales quota obtained, targeted buyers identified, sales area determined, sales product examined, sales condition determined, sales promotion program examined, sales product display layout plan and sales strategy developed and sales activities plan generated.</p> <p>4.1 Customers greeted, sales items promoted, customers guided, buying assistance offered, customers confidence built,</p> |
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|  |  | <p>An effective sales person should be able to achieve individual and team daily, monthly and yearly sales volume and revenue target, continuously expanding repeat customer and new customer volume and keep and utilize well maintained customer database.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p> | <p>5. Perform after sales services arrangement</p> | <p>product information provided, buying information offered, and buying items suggested.</p> <p>4.2 Sales product promotion display card designed, promotional product selected, promotional slogan developed, product promotion statement display card designed, sales product promotion display card colour scheme selected, sales product promotion display card generated and sales product promotion display card displayed.</p> <p>4.3 Sales documentation conducted, sales inventory record updated, customer data file developed and customer data file updated.</p> <p>4.4 Payment processed, totalling purchases and totalling check conducted, cash payment received, credit card payment processed, payment receipt issued, clientele informed, preferred customer sales notice generated and preferred customer sales notified.</p> <p>5.1 After sales communication channel established, after sales service contact number disseminated, communication media selected,</p> |
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|  |  |  | <p>customer feedback obtained and customer satisfaction survey conducted.</p> <p>5.2 Customer complaint handled, under warranty repair service and defective product replacement arranged, customers product replacement acceptance obtained and after sales service record generated.</p> <p>6.1 Sales activities evaluation objective determined, sales key performance indicator identified, sales performance measured, sales performance gap analyzed, improvement strategy formulated and sales improvement plan developed.</p> <p>7.1 Periodical sales record structure designed, daily sales record and sales inventory record compiled, statistical periodical sales record tabulated, periodical sales statistical analysis prepared, sales issues identified, periodical sales record format utilized and periodical sales record generated.</p> |
|  |  | 6. Perform sale activities evaluation            |   |
|  |  | 7. Perform periodical sales record documentation |   |

## CURRICULUM OF COMPETENCY UNIT (CoCU)

|  |   |                       |          |                                      |                       |                      |  |
|--|---|-----------------------|----------|--------------------------------------|-----------------------|----------------------|--|
| <b>Sub Sector</b>                                | SME BUSINESS  |                       |          |                                      |                       |                      |  |
| <b>Job Area</b>                                  | SME ADMINISTRATION  |                       |          |                                      |                       |                      |  |
| <b>NOSS Title</b>                                | SME ADMINISTRATION SUPPORT SERVICE  |                       |          |                                      |                       |                      |  |
| <b>Competency Unit Title</b>                     | OFFICE RECEPTION AND TELEPHONE HANDLING   |                       |          |                                      |                       |                      |  |
| <b>Learning Outcomes</b>                         | <p>The person who is competent in this CU shall be able to make the reception atmosphere conducive, orderly and comfortable to clients, convey business information to the right customers, responds customer's issues according to specification permitted and continuously lowering customer complaint's rate in accordance with organizational requirements. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Analyze office reception &amp; telephone handling concept and requirements.</li> <li>• Plan office reception &amp; telephone handling activities.</li> <li>• Perform office reception activities</li> <li>• Perform telephone calls handling activities</li> <li>• Perform office reception &amp; telephone handling activities performance evaluation.</li> <li>• Prepare office reception &amp; telephone handling activities report.</li> </ul> |                       |          |                                      |                       |                      |  |
| <b>Competency Unit ID</b>                        | <b>FB-053-3:2014 C01</b>  | <b>Level</b>          | <b>3</b> | <b>Training Duration</b>             | <b>200 hrs</b>        | <b>Credit Hours</b>  | <b>20</b>                                    |
| <b>Work Activities</b>                           | <b>Related Knowledge</b>  | <b>Related Skills</b> |          | <b>Attitude/Safety/Environmental</b> | <b>Training Hours</b> | <b>Delivery Mode</b> | <b>Assessment Criteria</b>                   |
| 1. Analyze office reception & telephone handling | i. Office reception service<br>ii. Customer centric in reception activities<br>iii. Office reception personnel roles.   |                       |          |                                      | 12                    | Lecture              | • Importance of office reception service and |

| Work Activities           | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|---------------------------|---|--|-----------------------------------|-------------------|------------------|--|
| concept and requirements. | iv. Office reception scope of work<br>v. Office reception rules and regulations.<br>vi. Type of visitors<br>vii. Visitors reception process cycle<br>viii. Visitors waiting area facilities.<br>ix. Reception requirements<br>x. Reception checklist<br>xi. Business communication<br>xii. Telephone call handler roles.<br>xiii. Telephone call handler scope of work<br>xiv. Telephone usage rules and regulations.<br>xv. Telephone calls category.<br>xvi. Telephone calls handling checklist |  |                                   |                   |                  | marketing concept in reception activities interpreted.<br>• Office reception personnel roles, office reception scope of work and rules and regulations interpreted.<br>• Type of visitors interpreted.<br>• Visitors reception cycle interpreted.<br>• Visitors waiting area facilities interpreted.<br>• Reception requirements ascertained.<br>• Reception checklist |
|                           |   | i. Study office reception service<br>ii. Examine reception activities<br>iii. Examine office reception |                                   | 19                | Practical        |  |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
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|                 |                   | personnel roles.<br>iv. Examine office reception scope of work<br>v. Examine office reception rules and regulations.<br>vi. Define type of visitors<br>vii. Analyze visitors reception Cycle<br>viii. Examine visitors waiting area facilities<br>ix. Determine reception requirements<br>x. Examine reception checklist<br>xi. Analyze business communication<br>xii. Examine telephone call handler roles.<br>xiii. Examine telephone call handler scope of work<br>xiv. Examine telephone usage rules and regulations. |                                   |                   |                  | interpreted.<br>• Business communication interpreted.<br>• Telephone call handler roles and scope of work interpreted.<br>• Telephone usage rules and regulations interpreted.<br>• Telephone calls category interpreted. |

| Work Activities | Related Knowledge | Related Skills                       | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|--------------------------------------|---|-------------------|------------------|------------------------|
|                 |                   | xv. Define telephone calls category. |   |                   |                  |                        |
|                 |                   |                                      | <u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Diligent in analyzing importance of office reception service and marketing concept in reception activities.</li> <li>ii. Thorough in examining office reception personnel roles, office reception scope of work and office reception rules and regulations.</li> <li>iii. Detailed in defining type of visitors</li> <li>iv. Detailed in analyzing visitors Cycle</li> <li>v. Thorough in examining visitors waiting area facilities.</li> <li>vi. Detailed in determining reception requirements</li> <li>vii. Detailed in examining reception checklist</li> <li>viii. Diligent in analyzing business communication</li> </ul> |                   |                  |                        |



| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | ix. Thorough in examining telephone call handler roles, scope of work and telephone usage rules and regulations.<br>x. Specific in defining type of telephone calls<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work methodology.<br>iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless |                   |                  |                        |

| Work Activities   | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental       | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|---|---|---|---|-------------------|------------------|--|
|   |   |   | office.<br>iv. Practice recycle policy. |                   |                  |  |
| 2. Perform office reception & telephone handling activities planning. | i. Office reception & telephone handling service objective<br>ii. Office reception & telephone handling standard operating procedure.<br>iii. Office reception & telephone handling activities<br>iv. Office reception & telephone handling facilities<br>v. Office reception & telephone handling performance indicators.<br>vi. Office reception& telephone handling plan |   |   | 8                 | Lecture          | <ul style="list-style-type: none"> <li>Office reception &amp; telephone handling service objective ascertained.</li> <li>Office reception &amp; telephone handling standard operating procedure interpreted.</li> <li>Office reception &amp; telephone handling facilities confirmed.</li> </ul> |
|   |   | i. Determine office reception& telephone handling service objective<br>ii. Examine office reception & |   | 16                | Practical.       | <ul style="list-style-type: none"> <li>Office reception &amp; telephone handling performance indicators</li> </ul>   |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
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|                 |                   | telephone handling<br>standard operating<br>procedure.<br>iii. List office reception<br>& telephone<br>handling activities<br>iv. List office reception<br>& telephone<br>handling facilities<br>v. Determine office<br>reception &<br>telephone handling<br>performance<br>indicators.<br>vi. Develop office<br>reception &<br>telephone handling<br>plan |   |                   |                  | ascertained<br>• Office<br>reception &<br>telephone<br>handling plan<br>drafted. |
|                 |                   |  | <u>Attitude:</u><br>i. Foresighted in<br>determining office<br>reception & telephone<br>handling service<br>objective<br>ii. Thorough in examining<br>office reception &<br>telephone handling<br>standard operating<br>procedure.<br>iii. Detailed in listing office |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | <p>reception &amp; telephone handling facilities.</p> <p>iv. Objective focused in determining office reception &amp; telephone handling performance indicators.</p> <p>v. Objective focused in developing office reception &amp; telephone handling plan</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrical powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy</p> |                   |                  |                        |

| Work Activities                                 | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---|---|--|--|-------------------|------------------|---|
|   |   |  | wastage.<br>iii. Practice paperless<br>office.<br>iv. Practice recycle policy. |                   |                  |   |
| 3. Perform<br>office<br>reception<br>activities | i. Visitors greeting<br>ii. Visitors waiting area<br>facilities.<br>iii. Office reception standard<br>operating procedure.<br>iv. Customer & public<br>queries handling<br>procedure<br>v. Staff movement record.<br>vi. Mail and deliveries<br>handling.<br>vii. Office reception<br>activities record |  |  | 24                | Lecture          | <ul style="list-style-type: none"> <li>• Visitors accepted.</li> <li>• Visitors waiting area facilities used.</li> <li>• Office reception standard operating procedure completed.</li> <li>• Customer &amp; public queries handling procedure completed.</li> </ul> |
|   |   | i. Greet visitors<br>ii. Provide visitors<br>waiting area<br>facilities.<br>iii. Follow office<br>reception standard<br>operating<br>procedure.<br>iv. Follow customer & |  | 56                | Practical.       | <ul style="list-style-type: none"> <li>• Staff movement record updated.</li> <li>• Mail and deliveries received.</li> </ul>   |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|---|-------------------|------------------|--|
|                 |                   | public queries handling procedure.<br>v. Record staff movement<br>vi. Handle mail and deliveries.<br>vii. Evaluate office reception activities.<br>viii. Log in office reception activities record |   |                   |                  | <ul style="list-style-type: none"> <li>• Office reception activities graded.</li> <li>• Office reception activities record updated.</li> </ul> |
|                 |                   |  | <u>Attitude:</u><br>i. Friendly in greeting visitors<br>ii. Tact in providing visitors waiting area facilities.<br>iii. Faithful in following Office reception standard operating procedure.<br>iv. Faithful in following customer & public queries handling procedure.<br>v. Accurate in recording staff movement<br>vi. Meticulous in handling mail and deliveries.<br>vii. Factual in evaluating |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>office reception activities.</p> <p>viii. Accurate in logging in office reception activities record.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> <li>iv. Practice recycle policy.</li> </ul> |                   |                  |                        |

| Work Activities                                 | Related Knowledge  | Related Skills  | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---|--|---|-----------------------------------|-------------------|------------------|---|
| 4. Perform telephone calls handling activities. | i. Telephone handling requirements.<br>ii. Telephone handling etiquette<br>iii. Telephone calls handling procedure<br>iv. Telephone calls routing procedure<br>v. Customer inquiries response procedure.<br>vi. Customer complaint handling procedure.<br>vii. Required information research procedure.<br>viii. Telephone calls handling activities record. |   |                                   | 10                | Lecture          | <ul style="list-style-type: none"> <li>• Telephone handling requirements produced.</li> <li>• Telephone handling etiquette adhered.</li> <li>• Telephone calls handling procedure completed.</li> <li>• Telephone calls routing procedure completed.</li> </ul> |
|   |  | i. Prepare telephone handling requirements.<br>ii. Adhere telephone handling etiquette<br>iii. Follow telephone calls handling procedure<br>iv. Follow telephone calls routing procedure<br>v. Follow customer inquiries response |                                   | 20                | Practical        | <ul style="list-style-type: none"> <li>• Customer inquiries response procedure completed.</li> <li>• Customer complaint handling procedure completed.</li> <li>• Required information research procedure</li> </ul>   |



| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|---|--|-------------------|------------------|---|
|                 |                   | procedure.<br>vi. Follow customer complaint handling procedure.<br>vii. Follow required information research procedure.<br>viii. Record telephone calls handling activities |  |                   |                  | completed.<br>• Telephone calls handling activities record updated. |
|                 |                   |   | <u>Attitude:</u><br>i. Meticulous in preparing telephone handling requirements.<br>ii. Sensitive in adhering telephone handling etiquette<br>iii. Faithful in following telephone calls handling procedure and calls routing procedure<br>iv. Faithful in following customer inquiries response procedure, and customer complaint handling procedure.<br>v. Faithful in following required information |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>research procedure.</p> <p>vi. Accurate in recording telephone calls handling activities</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p> <p>iv. Practice recycle policy.</p> |                   |                  |                        |

| Work Activities   | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---|---|--|-----------------------------------|-------------------|------------------|---|
| 5. Office reception & telephone handling activities performance evaluation. | i. Office reception & telephone handling performance evaluation objectives.<br>ii. Office reception & telephone handling performance standard.<br>iii. Performance indicators<br>iv. Office reception & telephone handling performance<br>v. Office reception & telephone handling performance evaluation report. |  |                                   | 3                 | Lecture          | <ul style="list-style-type: none"> <li>Office reception &amp; telephone handling performance evaluation objectives ascertained.</li> <li>Office reception &amp; telephone handling performance standard interpreted.</li> <li>Office reception &amp; telephone handling performance indicators acquired.</li> </ul> |
|   |   | i. Determine office reception & telephone handling performance evaluation objectives.<br>ii. Examine office reception & telephone handling performance standard.<br>iii. Determine office reception & telephone handling |                                   | 7                 | Practical.       | <ul style="list-style-type: none"> <li>Office reception &amp; telephone handling performance indicators acquired.</li> <li>Office reception &amp; telephone handling performance graded.</li> <li>Office reception &amp; telephone</li> </ul>   |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria                |
|-----------------|-------------------|---|--|-------------------|------------------|---------------------------------------|
|                 |                   | performance indicators<br>iv. Evaluate office reception & telephone handling performance<br>v. Generate office reception & telephone handling performance report. |  |                   |                  | handling performance report produced. |
|                 |                   |   | <u>Attitude:</u><br>i. Foresighted in determining office reception & telephone handling performance evaluation objectives.<br>ii. Thorough in examining office reception & telephone handling performance standard.<br>iii. Objective focused in determining office reception & telephone handling performance indicators<br>iv. Factual in evaluating office reception & telephone handling performance |                   |                  |                                       |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | <p>v. Accurate in generating office reception &amp; telephone handling performance report.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p> <p>iv. Practice recycle policy.</p> <p>v.</p> |                   |                  |                        |

| Work Activities   | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---|---|---|-----------------------------------|-------------------|------------------|---|
| 6. Prepare office reception & telephone handling activities report. | i. Report writing techniques.<br>ii. Office reception & telephone handling report format<br>iii. Office reception & telephone handling report contents<br>iv. Office reception & telephone handling reporting procedure.<br>v. Office reception & telephone handling report generation. |   |                                   | 8                 | Lecture          | <ul style="list-style-type: none"> <li>• Report writing techniques interpreted.</li> <li>• Office reception &amp; telephone handling report format and contents interpreted.</li> <li>• Office reception &amp; telephone handling reporting procedure completed.</li> <li>• Office reception &amp; telephone handling report produced.</li> </ul> |
|   |   | i. Analyze report writing techniques.<br>ii. Utilize office reception & telephone handling report format<br>iii. Develop office reception & telephone handling report contents<br>iv. Follow office reception & telephone handling reporting procedure.<br>v. Generate office reception & |                                   | 17                | Practical.       | <ul style="list-style-type: none"> <li>• Report writing techniques interpreted.</li> <li>• Office reception &amp; telephone handling report format and contents interpreted.</li> <li>• Office reception &amp; telephone handling reporting procedure completed.</li> <li>• Office reception &amp; telephone handling report produced.</li> </ul> |

| Work Activities | Related Knowledge | Related Skills             | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------------------|---|-------------------|------------------|------------------------|
|                 |                   | telephone handling report. |   |                   |                  |                        |
|                 |                   |                            | <u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Diligent in analyzing report writing techniques.</li> <li>ii. Thorough in examining office reception report format and contents</li> <li>iii. Faithful in following office reception reporting procedure.</li> <li>iv. Accurate in generating office reception report.</li> </ul> <u>Safety:</u> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at</li> </ul> |                   |                  |                        |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | workplace.<br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office.<br>iv. Practice recycle policy. |                   |                  |                        |

### Employability Skills

| Core Abilities   | Social Skills   |
|--|---|
| 01.07 Utilize database applications to locate and process information<br>01.08 Utilize spreadsheets applications to locate and process information<br>01.09 Utilize business graphic application to process information.<br>01.10 Apply a variety of mathematical techniques<br>01.11 Apply thinking skills and creativity.<br>02.09 Prepare flow charts<br>02.10 Prepare reports and instructions<br>02.11 Convey information and ideas to people.<br>03.09 Manage and improve performance of individuals.<br>03.10 Provide consultation and counselling<br>03.11 Monitor and evaluate performance of human resources.<br>03.12 Provide coaching/on-the-job training.<br>03.13 Develop and maintain team harmony and resolve conflicts. | 1. Communication skills<br>2. Conceptual skills<br>3. Interpersonal skills<br>4. Learning skills<br>5. Leadership skills<br>6. Multitasking and prioritizing<br>7. Self-discipline<br>8. Teamwork |



|  |  |
|--|--|
| 03.14 Facilitate and coordinate teams and ideas.<br>03.15 Liaise to achieve identified outcomes.<br>03.16 Identify and assess client/customer needs.<br>03.17 Identify staff training needs and facilitate access to training.<br>04.06 Allocate work<br>04.07 Negotiate acceptance and support for objectives and strategies.<br>05.01 Implement project/work plans<br>05.02 Inspect and monitor work done and/or in progress.<br>06.07 Develop and maintain networks |  |
|--|--|

### **Tools, Equipment and Materials (TEM)**

| <b>Items</b>   | <b>Ratio (TEM: Trainee)</b>   |
|--|---|
| 1. Computer Set with words processing & spreadsheet.<br>2. LCD Projector or any other projector with white screen<br>3. Telephone Call Handling Technique video<br>4. Customer Greeting technique video<br>5. Telephone set<br>6. Reception counter layout plan<br>7. Office reception & telephone handling activities report sample | 1:25<br>1:25<br>1:25<br>1:25<br>1:5<br>As required (Soft copy or Hard copy)<br>As required (Soft copy or Hard copy) |

### **REFERENCES**

|  |
|--|
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

|                              |   |              |          |                          |                  |                     |           |
|------------------------------|---|--------------|----------|--------------------------|------------------|---------------------|-----------|
| <b>Sub Sector</b>            | SME BUSINESS  |              |          |                          |                  |                     |           |
| <b>Job Area</b>              | SME ADMINISTRATION  |              |          |                          |                  |                     |           |
| <b>NOSS Title</b>            | SME ADMINISTRATION SUPPORT SERVICE  |              |          |                          |                  |                     |           |
| <b>Competency Unit Title</b> | HOUSEKEEPING SUPPORT SERVICES   |              |          |                          |                  |                     |           |
| <b>Learning Outcome</b>      | <p>The person who is competent in this CU shall be able to conduct sufficient comprehensive housekeeping survey to support housekeeping planning processes, produce an objective focused internal housekeeping activities plan, allocate housekeeping resources as specified, achieve internal housekeeping objective, ensure the performance of housekeeping contract and implement housekeeping continuous performance improvement program in contributing to the achievement of organization objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Perform housekeeping planning survey</li> <li>• Perform housekeeping activities planning</li> <li>• Perform housekeeping activities resource allocation.</li> <li>• Monitor housekeeping activities</li> <li>• Prepare housekeeping contract implementation monitoring requirements.</li> <li>• Monitor housekeeping contract implementation</li> <li>• Perform housekeeping activities performance evaluation.</li> <li>• Perform housekeeping activities report preparation</li> </ul> |              |          |                          |                  |                     |           |
| <b>Competency Unit ID</b>    | <b>FB-053-3:2014 C02</b>  | <b>Level</b> | <b>3</b> | <b>Training Duration</b> | <b>200 hours</b> | <b>Credit Hours</b> | <b>20</b> |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|-----------------------------------|-------------------|------------------|------------------------|
|                 | i. Organizational |                |                                   |                   |                  |                        |

| Work Activities                         | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---|---|----------------|-----------------------------------|-------------------|------------------|---|
| 1. Perform housekeeping planning survey | <p>housekeeping survey concept analysis</p> <ul style="list-style-type: none"> <li>• Survey purposes.</li> <li>• survey methodology</li> <li>• Survey procedure.</li> <li>• Facilities maintenance survey expected outcome.</li> </ul> <p>ii Housekeeping planning survey requirements preparation</p> <ul style="list-style-type: none"> <li>• Survey instruction.</li> <li>• Survey objectives.</li> <li>• Survey tools, equipment and materials.</li> <li>• Office &amp; plant floor plan.</li> <li>• Organization premise layout.</li> <li>• Survey guide draft.</li> </ul> <p>iii. Housekeeping planning survey implementation</p> <ul style="list-style-type: none"> <li>• Activities coverage area indication.</li> <li>• Housekeeping site inspection.</li> <li>• Site measurement.</li> <li>• Housekeeping planning survey plan plotting.</li> <li>• Housekeeping planning survey area computation.</li> </ul> |                |                                   | 8                 | Lecture          | <ul style="list-style-type: none"> <li>• Organizational housekeeping survey concept interpreted , organizational housekeeping survey purposes interpreted , organizational housekeeping survey methodology interpreted , organizational housekeeping survey procedure interpreted , organizational housekeeping and facilities maintenance survey expected outcome understood .</li> <li>• Housekeeping planning survey requirements</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|--|-----------------------------------|-------------------|------------------|---|
|                 | iv. Housekeeping activities requirements information compilation. <ul style="list-style-type: none"> <li>• General Floor cleaning</li> <li>• Work station cleaning</li> <li>• Work bench cleaning</li> <li>• Machineries cleaning</li> <li>• Raw Material Storage cleaning</li> <li>• Process materials storage cleaning</li> <li>• Process materials waiting apron cleaning.</li> <li>• Passageway cleaning</li> <li>• Air cleaning</li> </ul> V Housekeeping activities requirements information submission. |  |                                   |                   |                  | preparation executed ,<br>housekeeping planning survey requirements preparation instruction interpreted ,<br>housekeeping planning survey objectives ascertained ,<br>housekeeping planning survey tools,<br>equipment and materials, office & plant floor plan, and organization premise layout obtained and housekeeping planning survey guide drafted. |
|                 |  | i. Analyze organizational housekeeping survey concept<br>ii. Carry out housekeeping planning survey requirements preparation<br>iii. Conduct |                                   | 12                | Practical        | <ul style="list-style-type: none"> <li>• Housekeeping planning survey executed ,<br/> housekeeping activities</li> </ul>  |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|---|--|-------------------|------------------|---|
|                 |                   | housekeeping<br>planning survey<br>iv. Compile<br>housekeeping<br>activities<br>requirements<br>information.<br>v. Carry out<br>housekeeping<br>activities<br>requirements<br>information<br>submission |  |                   |                  | coverage area<br>indicated,<br>housekeeping<br>site inspection<br>and site<br>measurement<br>executed ,<br>housekeeping<br>planning survey<br>plan plotted,<br>and<br>housekeeping<br>planning survey<br>area calculated<br>.   |
|                 |                   |   | <u>Attitude:</u><br>i. Analytical in<br>analyzing<br>organizational<br>housekeeping<br>survey concept<br>ii. Objective focused in<br>carrying out<br>housekeeping<br>planning survey<br>requirements<br>preparation<br>iii. Objective focused in<br>conducting<br>housekeeping<br>planning survey<br>iv. Detailed in |                   |                  | <ul style="list-style-type: none"> <li>Work area<br/>housekeeping<br/>activities<br/>requirements<br/>information<br/>compiled, floor<br/>cleaning<br/>information,<br/>work station<br/>cleaning, work<br/>bench,<br/>machineries<br/>cleaning, raw<br/>materials<br/>cleaning,<br/>process</li> </ul> |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|----------------|---|-------------------|------------------|--|
|                 |                   |                | <p>compiling housekeeping activities requirements information.</p> <p>v. Objective focused in carrying out housekeeping activities requirements information submission</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> |                   |                  | <p>materials storage cleaning, process materials waiting apron cleaning, passageway cleaning, and air cleaning information compiled.</p> <ul style="list-style-type: none"> <li>• Carry out housekeeping activities planning requirements information submission.</li> </ul> |

| Work Activities                              | Related Knowledge   | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria  |
|--|---|----------------|--|----------------|---------------|--|
|  |   |                | i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |  |
| 2. Perform housekeeping activities planning. | i. Organizational housekeeping objective <ul style="list-style-type: none"> <li>• organizational culture and policies interest,</li> <li>• Occupational safety &amp; health interest,</li> <li>• Product &amp; Process quality interest and Green technology interest</li> </ul> ii. Housekeeping activities requirements <ul style="list-style-type: none"> <li>• General Floor cleaning, work station cleaning</li> <li>• Work bench, machineries cleaning, Material Storage cleaning,</li> <li>• passageway cleaning and air cleaning requirements</li> </ul> iii. Total organization housekeeping policies, |                |  | 8              | Lecture       | <ul style="list-style-type: none"> <li>• Organizational housekeeping objective interpreted , organizational culture and policies interest, Occupational safety &amp; health interest, Product &amp; Process quality interest and Green technology interest understood .</li> <li>• housekeeping activities requirements, general Floor cleaning, work</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>• General housekeeping rules and regulations, occupational Safety &amp; Health related regulations,</li> <li>• Environmental protection legislation requirements</li> <li>• Housekeeping Standard operation procedure</li> </ul> <p>iv. Proposed housekeeping plan development</p> <ul style="list-style-type: none"> <li>• Housekeeping objective and housekeeping parameters determinants</li> <li>• housekeeping program formulation</li> <li>• Develop housekeeping schedule.</li> </ul> <p>v. Proposed housekeeping plan approval,</p> <ul style="list-style-type: none"> <li>• Housekeeping plan justification preparation.</li> <li>• Proposed housekeeping plan documents compilation</li> <li>• Proposed housekeeping plan proposal submission.</li> <li>• Housekeeping plan approval</li> </ul> |                |                                   |                   |                  | <p>station cleaning, work bench, machineries cleaning, Material Storage cleaning, passageway cleaning and air cleaning requirements understood .</p> <ul style="list-style-type: none"> <li>• Total organization housekeeping policies, general housekeeping rules and regulations, occupational Safety &amp; Health related regulations, Environmental protection legislation requirements and housekeeping Standard operation</li> </ul> |



| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|---|--|-------------------|------------------|--|
|                 |                   | i. Examine organizational housekeeping objective<br>ii. Study housekeeping activities requirements<br>iii. Examine total organization housekeeping policies,<br>iv. Develop proposed housekeeping plan<br>v. Request proposed housekeeping plan approval, |  | 22                | Practical        | procedure interpreted .<br><br>• Proposed housekeeping plan produced , housekeeping objective and housekeeping parameters ascertained , housekeeping program formulated, housekeeping schedule produced ,<br><br>• Proposed housekeeping plan approval requested, proposed housekeeping plan justification produced , proposed housekeeping plan documents compiled, proposed housekeeping |
|                 |                   |   | <u>Attitude:</u><br>i. Focus in examining organizational housekeeping objective<br>ii. Detailed in studying housekeeping activities requirements<br>iii. Examine total organization housekeeping |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|----------------|---|-------------------|------------------|---|
|                 |                   |                | <p>policies,</p> <p>iv. Objective focused in developing proposed housekeeping plan</p> <p>v. Confident in requesting proposed housekeeping plan approval,</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> |                   |                  | plan proposal accepted , housekeeping plan approval obtained. |

| Work Activities                              | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental                             | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|--|--|----------------|---|-------------------|------------------|---|
|  |  |                | ii. Reduce energy wastage.<br>iii. Practice paperless office. |                   |                  |   |
| 3. Perform housekeeping resources allocation | i. Housekeeping cleaning volume and frequencies computation <ul style="list-style-type: none"> <li>• General cleaning activities volume and frequencies</li> <li>• Production process cleaning activities volume and frequencies computation,</li> <li>• Periodical area cleaning activities volume and frequencies computation.</li> <li>• Ad Hoc cleaning activities volume and frequencies computation.</li> </ul> ii. Housekeeping manpower requirements analysis, <ul style="list-style-type: none"> <li>• General Floor cleaning man hour rate,</li> <li>• Work station cleaning man hour rate,</li> <li>• Work bench cleaning man hour rate,</li> <li>• Machineries and equipment cleaning man</li> </ul> |                |   | 8                 | Lecture          | <ul style="list-style-type: none"> <li>• Housekeeping cleaning volume and frequencies, general cleaning activities volume and frequencies , production process cleaning activities volume and frequencies, periodical area cleaning activities volume and frequencies and Ad Hoc cleaning activities volume and frequencies calculated .</li> <li>• Housekeeping manpower requirements interpreted , general Floor cleaning man hour rate, work station cleaning</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria  |
|-----------------|--|----------------|-------------------------------|----------------|---------------|--|
|                 | <p>hour rate,</p> <ul style="list-style-type: none"> <li>• Material storage cleaning man hour rate,</li> <li>• Process materials storage cleaning man hour rate,</li> <li>• Passageway cleaning man hour rate,</li> <li>• Common area</li> <li>• Cleaning man hour rate</li> </ul> <p>iii. Housekeeping tools, equipment and materials (TEM) requirements,</p> <ul style="list-style-type: none"> <li>• Wet cleaning process TEM requirements,</li> <li>• Dry cleaning process TEM requirements,</li> <li>• Oil cleaning process TEM requirements,</li> <li>• Blow cleaning process TEM requirements,</li> <li>• Machinery cleaning process TEM requirements,</li> <li>• Work bench cleaning process TEM requirements</li> <li>• General cleaning process TEM requirements</li> </ul> <p>iv. Housekeeping roster generation,</p> |                |                               |                |               | <p>man hour rate, work bench cleaning man hour rate, machineries and equipment cleaning man hour rate, material storage cleaning man hour rate, process materials storage cleaning man hour rate, passageway cleaning man hour rate, common area and air cleaning man hour rate calculated .</p> <ul style="list-style-type: none"> <li>• Housekeeping tools, equipment and materials (TEM) requirements interpreted , wet cleaning process TEM requirements, dry</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria  |
|-----------------|---|--|-------------------------------|----------------|---------------|--|
|                 | <ul style="list-style-type: none"> <li>• Total housekeeping man hours computation</li> <li>• Total housekeeping manpower computation</li> <li>• Housekeeping work grouping</li> <li>• Operating days</li> <li>• Housekeeping roster development</li> </ul> <p>v. Housekeeping resources allocation</p> <ul style="list-style-type: none"> <li>• Housekeeping manpower distribution formulation.</li> <li>• Housekeeping materials allocation plan generation</li> <li>• Housekeeping tools and equipment allocation plan development</li> <li>• Housekeeping tools</li> <li>• Tools, equipment and materials requisition generation.</li> </ul> |  |                               |                |               | <p>cleaning process TEM requirements, oil cleaning process TEM requirements, blow cleaning process TEM requirements, machinery cleaning process TEM requirements, work bench cleaning process. TEM requirements and general cleaning process TEM requirements interpreted .</p> <ul style="list-style-type: none"> <li>• Housekeeping roster produced , total housekeeping man hours and total housekeeping manpower calculated ,</li> </ul> |
|                 |   | <p>i. Compute housekeeping cleaning volume and frequencies,</p> <p>ii. Analyze Housekeeping manpower</p> |                               | 22             | Practical     |  |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|--|-------------------|------------------|--|
|                 |                   | requirements,<br>iii. Examined<br>housekeeping<br>tools, equipment<br>and materials<br>(TEM)<br>requirements,<br>iv. Generate<br>housekeeping<br>roster,<br>v. Allocate<br>housekeeping<br>resources |  |                   |                  | housekeeping<br>work grouping<br>assigned,<br>operating days<br>ascertained and<br>housekeeping<br>roster produced .<br><br>• Housekeeping<br>resources<br>allocated,<br>housekeeping<br>manpower<br>distribution<br>formulated,<br>housekeeping<br>materials<br>allocation plan<br>and<br>housekeeping<br>tools and<br>equipment<br>allocation plan<br>produced ,<br>housekeeping<br>tools, equipment<br>and materials<br>requisition<br>produced . |
|                 |                   |  | <u>Attitude:</u><br>i. Accurate in<br>computing<br>housekeeping<br>cleaning volume and<br>frequencies,<br>ii. Detailed in<br>analyzing<br>Housekeeping<br>manpower<br>requirements,<br>iii. Thorough in<br>examining<br>housekeeping tools,<br>equipment and<br>materials (TEM)<br>requirements, |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | iv. Accurate in generating housekeeping roster,<br>v. Reasonable in allocating housekeeping resources<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work methodology.<br>iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy |                   |                  |                        |

| Work Activities                          | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental              | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|--|--|----------------|--|-------------------|------------------|--|
|  |  |                | wastage.<br>iii. Practice paperless<br>office. |                   |                  |  |
| 4. Monitor<br>housekeeping<br>activities | i. Housekeeping monitoring<br>requirements preparation <ul style="list-style-type: none"> <li>• Housekeeping<br/>parameters</li> <li>• Housekeeping activities<br/>list scrutinized,</li> <li>• Housekeeping<br/>specification</li> <li>• Housekeeping inspection<br/>checklist utilization.</li> </ul> ii. Housekeeping activities<br>inspection <ul style="list-style-type: none"> <li>• general Floor cleaning<br/>inspection</li> <li>• work station cleaning<br/>inspection.</li> <li>• work bench, machineries<br/>cleaning inspection.</li> <li>• material Storage cleaning<br/>inspection.</li> <li>• process materials storage<br/>cleaning inspection.</li> <li>• process materials waiting<br/>apron cleaning<br/>inspection.</li> <li>• passageway cleaning</li> </ul> |                |  | 16                | Lecture          | <ul style="list-style-type: none"> <li>• Housekeeping<br/>monitoring<br/>requirements<br/>produced ,<br/>Housekeeping<br/>objective<br/>observed,<br/>Housekeeping<br/>parameters<br/>observed,<br/>Housekeeping<br/>activities list<br/>scrutinized,<br/>housekeeping<br/>specification<br/>referred and<br/>housekeeping<br/>inspection<br/>checklist utilized.</li> <li>• Housekeeping<br/>activities, general<br/>Floor cleaning ,<br/>work station<br/>cleaning, work<br/>bench,<br/>machineries</li> </ul> |



| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>inspection.</p> <ul style="list-style-type: none"> <li>• air cleaning activities inspection.</li> </ul> <p>iii. Housekeeping activities performance evaluation,</p> <ul style="list-style-type: none"> <li>• Housekeeping objective adherence.</li> <li>• Housekeeping key performance indicators,</li> <li>• Housekeeping performance measurement, performance gap analysis</li> <li>• Housekeeping evaluation findings generation.</li> </ul> <p>iv. Housekeeping performance improvement initiative</p> <ul style="list-style-type: none"> <li>• Performance key factors indication.</li> <li>• Performance Improvement program objective</li> <li>• Performance improvement program design</li> <li>• Performance improvement program implementation.</li> <li>• Performance improvement impact</li> </ul> |                |                                   |                   |                  | <p>cleaning, material Storage cleaning, process materials storage cleaning, process materials waiting apron cleaning, passageway cleaning and air cleaning activities confirmed .</p> <ul style="list-style-type: none"> <li>• Housekeeping graded , housekeeping objective observed, housekeeping key performance indicators ascertained , housekeeping performance measured, performance gap interpreted and housekeeping evaluation findings produced</li> <li>• Housekeeping performance improvement</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|--|---|-------------------|------------------|---|
|                 | measurement.<br>• Performance improvement program report preparation.<br><br>v. Housekeeping inspection report development<br>• Report structure design,<br>• Report format utilization,<br>• Report content preparation,<br>• Report endorsement |  |   |                   |                  | executed, performance key factors indicated, performance Improvement program objective ascertained , performance improvement program created , performance improvement program executed , performance improvement impact measured and performance improvement program report produced |
|                 |   | i. Prepare Housekeeping monitoring requirements<br>ii. Inspect housekeeping activities<br>iii. Evaluate Housekeeping activities.<br>iv. Develop housekeeping inspection report |   | 19                | Practical        | • Housekeeping inspection report produced , report structure created , report format utilized, report content produced and report endorsement   |
|                 |   |  | <u>Attitude:</u><br>i. Systematic in preparing housekeeping monitoring requirements |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | ii. Objective focused in inspecting housekeeping activities<br>iii. Factual in evaluating Housekeeping activities.<br>iv. Accurate in developing housekeeping inspection report<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work methodology.<br>iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy |                   |                  | signed.                |

| Work Activities   | Related Knowledge   | Related Skills | Attitude/Safety/Environmental   | Training Hours | Delivery Mode | Assessment Criteria   |
|---|---|----------------|---|----------------|---------------|---|
|   |   |                | saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |   |
| 5. Prepare housekeeping contract implementation monitoring requirements | i. Housekeeping contract implementation monitoring instruction<br>ii. Housekeeping contract job scope examination.<br>iii. Housekeeping contract activities specification examination.<br>iv. Housekeeping activities standard operating procedure<br>v. Housekeeping activities coverage area.<br>vi. Housekeeping contract delivery requirements.<br>vii. Manpower requirements list<br>viii. Tools, equipments and materials requirements list.<br>ix. Safety & health regulations compliance requirements documents.<br>x. Housekeeping contract implementation |                |   | 8              | Lecture       | • Housekeeping contract implementation monitoring instruction interpreted , housekeeping contract job scope, housekeeping contract activities specification, housekeeping activities standard operating procedure, housekeeping activities coverage area and housekeeping contract delivery |

| Work Activities | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|---|-----------------------------------|-------------------|------------------|--|
|                 | monitoring<br>processdocuments.<br>xi. Housekeeping activities<br>schedule.<br>xii. Housekeeping contract<br>implementation checklist<br>preparation. |   |                                   |                   |                  | requirements<br>interpreted<br><br>• Manpower<br>requirements list,<br>tools, equipments<br>and materials<br>requirements list,<br>safety & health<br>regulations<br>compliance<br>requirements<br>documents,<br>housekeeping<br>contract<br>implementation<br>monitoring<br>process<br>documents and<br>housekeeping<br>activities<br>schedule<br>obtained and<br>housekeeping<br>contract<br>implementation<br>checklist<br>produced . |
|                 |   | i. Examine<br>housekeeping<br>contract<br>implementation<br>monitoring<br>instruction<br>ii. Examine<br>housekeeping<br>contract job<br>scope<br>iii. Examine<br>housekeeping<br>contract activities<br>specification<br>iv. Examine<br>housekeeping<br>activities standard<br>operating<br>procedure<br>v. Examine<br>housekeeping<br>activities<br>coverage area. |                                   | 12                | Practical        |  |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|--|-----------------------------------|-------------------|------------------|------------------------|
|                 |                   | <ul style="list-style-type: none"> <li>vi. Examine housekeeping contract delivery requirements.</li> <li>vii. Obtain manpower requirements list</li> <li>viii. Obtain tools, equipments and materials requirements list.</li> <li>ix. Obtain safety &amp; health regulations compliance requirements documents.</li> <li>x. Obtain housekeeping contract implementation monitoring process documents.</li> <li>xi. Obtain housekeeping activities schedule.</li> <li>xii. Prepare housekeeping contract implementation checklist.</li> </ul> |                                   |                   |                  |                        |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                |  |                   |                  |                        |
|                 |                   |                | <u>Attitude:</u><br>i. Thorough in examining housekeeping contract implementation monitoring instruction<br>ii. Thorough in examining housekeeping contract job scope<br>iii. Detailed in examining housekeeping contract activities specification<br>iv. Thorough in examining housekeeping activities standard operating procedure<br>v. Thorough in examining housekeeping activities coverage area.<br>vi. Detailed in examining |                   |                  |                        |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | housekeeping<br>contract delivery<br>requirements.<br>vii. Resourceful in<br>obtaining<br>manpower<br>requirements list<br>viii. Resourceful in<br>obtaining tools,<br>equipments and<br>materials<br>requirements list.<br>ix. Resourceful in<br>obtaining safety &<br>health regulations<br>compliance<br>requirements<br>documents.<br>x. Resourceful in<br>obtaining<br>housekeeping<br>contract<br>implementation<br>monitoring<br>process<br>documents.<br>xi. Resourceful in<br>obtaining<br>housekeeping<br>activities schedule.<br>xii. Thorough in<br>preparing |                   |                  |                        |



| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | <p>housekeeping<br/>contract<br/>implementation<br/>checklist.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                   |                  |                        |

| Work Activities                                 | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---|--|----------------|-----------------------------------|-------------------|------------------|---|
| 6. Monitor housekeeping contract implementation | <p>i. Housekeeping contract implementation monitoring concept analysis.</p> <ul style="list-style-type: none"> <li>• Monitoring systems purposes.</li> <li>• Housekeeping contract implementation and facilities maintenance standard analysis.</li> <li>• Performance measurement concept.</li> <li>• Contractual job scope analysis.</li> <li>• Housekeeping contract implementation checklist.</li> </ul> <p>iii. Housekeeping contract implementation monitoring systems development.</p> <ul style="list-style-type: none"> <li>• General housekeeping rules and regulations.</li> <li>• Occupational Safety &amp; Health related regulation.</li> <li>• Environmental protection legislation requirements.</li> <li>• Housekeeping Standard operation procedure</li> <li>• Housekeeping contract implementation</li> </ul> |                |                                   | 7                 | Lecture          | <ul style="list-style-type: none"> <li>• Housekeeping contract activities monitoring concept interpreted , monitoring systems purposes interpreted , housekeeping activities and facilities maintenance standard, performance measurement concept, and contractual job scope interpreted , housekeeping activities checklist interpreted .</li> <li>• Housekeeping contract activities monitoring systems produced ,</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <p>performance indicator.</p> <ul style="list-style-type: none"> <li>• Housekeeping contract implementation and facilities maintenance monitoring process flow chart establishment.</li> <li>• Housekeeping contract implementation and facilities maintenance monitoring procedure establishment.</li> </ul> <p>iv. Housekeeping contract implementation monitoring</p> <ul style="list-style-type: none"> <li>• General Floor cleaning process inspection.</li> <li>• Work station cleaning process inspection.</li> <li>• Work bench cleaning process inspection.</li> <li>• Machineries cleaning process inspection.</li> <li>• Raw Material Storage cleaning process inspection.</li> <li>• Process materials storage cleaning process inspection.</li> <li>• Process materials waiting apron cleaning process inspection.</li> <li>• Passageway cleaning</li> </ul> |                |                                   |                   |                  | <p>General housekeeping rules and regulations, Occupational Safety &amp; Health related regulation, Environmental protection legislation requirements and Housekeeping Standard operation procedure interpreted , housekeeping activities and facilities maintenance performance indicator ascertained , housekeeping activities and facilities maintenance monitoring process flow chart and housekeeping</p> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|--|-----------------------------------|-------------------|------------------|---|
|                 | process inspection.<br>• Air cleaning process inspection.<br>• Common area housekeeping process inspection.<br>• Compound cleaning process inspection.<br>• Building component cleaning inspection.<br>iv. Housekeeping contract implementation performance evaluation.<br>v. Housekeeping contract implementation monitoring log book. |  |                                   |                   |                  | activities and facilities maintenance monitoring procedure established.<br>• Housekeeping contract activities accomplished, general floor cleaning process confirmed , work station cleaning process confirmed , work bench cleaning process confirmed , machineries cleaning process confirmed , raw material storage cleaning process confirmed , process materials storage cleaning process confirmed , process materials waiting apron cleaning process |
|                 |   | i. Analyze housekeeping contract implementation monitoring concept<br>ii. Develop housekeeping contract implementation monitoring systems.<br>iii. Monitor housekeeping contract |                                   | 17                | Practical        |   |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|--|---|-------------------|------------------|---|
|                 |                   | implementation<br>iv. Evaluate housekeeping contract implementation performance<br>v. Update housekeeping contract implementation monitoring log book. |   |                   |                  | confirmed ,<br>passageway cleaning process confirmed , air cleaning process confirmed ,<br>common area housekeeping process confirmed ,<br>compound cleaning process confirmed , and<br>building component cleaning confirmed . |
|                 |                   |  | <u>Attitude:</u><br>i. Analytical in analyzing housekeeping contract implementation monitoring concept<br>ii. Creative in developing housekeeping contract implementation monitoring systems.<br>iii. Objective focused in monitoring housekeeping contract implementation<br>iv. Factual in evaluating |                   |                  | <ul style="list-style-type: none"> <li>• Housekeeping contract activities graded ,</li> <li>• Housekeeping contract activities monitoring log book updated.</li> </ul>  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | housekeeping<br>contract<br>implementation<br>performance<br>v. Accurate in<br>preparing<br>housekeeping<br>contract<br>implementation<br>monitoring report<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work<br>methodology.<br>iii. Ensure electrical<br>safety on all<br>electrically powered<br>equipment.<br>iv. Enforce safety &<br>health rules and<br>regulations<br>v. Ensure safe working<br>condition.<br>vi. Promote good<br>safety & health<br>practice at<br>workplace.<br><br><u>Environment:</u><br>i. Ensure energy<br>saver office |                   |                  |                        |

| Work Activities  | Related Knowledge  | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|--|--|---|--|-------------------|------------------|--|
|  |  |   | equipments.<br>ii. Reduce energy<br>wastage.<br>iii. Practice paperless<br>office. |                   |                  |  |
| 7. Perform housekeeping activities performance evaluation. | i. Housekeeping activities performance evaluation objectives,<br>ii. Housekeeping activities performance evaluation performance indicator.<br>iii. Housekeeping activities performance evaluation specification.<br>iv. Housekeeping activities performance evaluation methodology.<br>v. Housekeeping activities<br>vi. Update housekeeping activities monitoring log book. |   |  | 8                 | Lecture          | <ul style="list-style-type: none"> <li>Housekeeping activities performance evaluation objectives ascertained , housekeeping activities performance evaluation performance indicator, and housekeeping activities performance evaluation specification obtained, housekeeping activities performance evaluation methodology , housekeeping activities graded ,</li> </ul> |
|  |  | i. Determine housekeeping activities performance evaluation objectives,<br>ii. Obtain housekeeping activities |  | 12                | Practical        |  |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria                                   |
|-----------------|-------------------|---|--|-------------------|------------------|--|
|                 |                   | performance evaluation performance indicator.<br>iii. Obtain housekeeping activities performance evaluation specification.<br>iv. Determine housekeeping activities performance evaluation methodology.<br>v. Evaluate housekeeping activities<br>vi. Update housekeeping activities monitoring log book. |  |                   |                  | and housekeeping activities monitoring log book updated. |
|                 |                   |   | <u>Attitude:</u><br>i. Focused in determining housekeeping activities performance evaluation |                   |                  |  |



| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>objectives,</p> <p>ii. Meticulous in obtaining housekeeping activities performance evaluation performance indicator.</p> <p>iii. Meticulous in obtaining housekeeping activities performance evaluation specification.</p> <p>iv. Informative in obtaining housekeeping activities performance evaluation methodology.</p> <p>v. Factual in evaluating housekeeping activities</p> <p>vi. Accurate in updating housekeeping activities monitoring log book.</p> <p><u>Safety:</u></p> |                   |                  |                        |

| Work Activities                           | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria                             |
|---|---|----------------|---|-------------------|------------------|--|
|   |   |                | i. Ensure data safety.<br>ii. Ensure safe work methodology.<br>iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                   |                  |  |
| 8. Perform housekeeping activities report | i. Housekeeping activities report preparation<br>ii. Report structure design<br>iii. Report content |                |   | 8                 | Lecture          | • Housekeeping activities report produced , report |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/<br>Environmental                               | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|--|---|-------------------|------------------|---|
| preparation     | development<br>iv. Report format utilization.<br>v. Housekeeping activities<br>record compilation.<br>vi. Housekeeping contract<br>implementation record<br>compiled<br>vii. Housekeeping activities<br>report submission. |  |   |                   |                  | structure created<br>, report content<br>produced , report<br>format utilized,<br>housekeeping<br>activities report<br>compiled,<br>housekeeping<br>contract<br>implementation<br>record compiled<br>and<br>housekeeping<br>activities report<br>accepted . |
|                 |  | i. Prepare<br>housekeeping<br>activities report<br>ii. Design report<br>structure<br>iii. Develop report<br>content<br>iv. Utilize report format<br>v. Compile<br>housekeeping<br>activities record<br>vi. Submit<br>housekeeping<br>activities report |   | 13                | Practical        |   |
|                 |  |  | <u>Attitude:</u><br>i. Accurate in<br>preparing<br>housekeeping |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | activities report<br>ii. Creative in<br>designing report<br>structure<br>iii. Detailed in<br>developing report<br>content<br>iv. Faithful in utilizing<br>report format<br>v. Detailed in<br>compiling<br>housekeeping<br>activities record<br>vi. Confident in<br>submitting<br>housekeeping<br>activities report<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work<br>methodology.<br>iii. Ensure electrical<br>safety on all<br>electrically powered<br>equipment.<br>iv. Enforce safety &<br>health rules and<br>regulations<br>v. Ensure safe working<br>condition.<br>vi. Promote good |                   |                  |                        |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | safety & health<br>practice at<br>workplace.<br><br><u>Environment:</u><br><br>i. Ensure energy<br>saver office<br>equipments.<br>ii. Reduce energy<br>wastage.<br>iii. Practice paperless<br>office. |                   |                  |                        |

### Employability Skills

| Core Abilities  | Social Skills   |
|---|---|
| 01.07 Utilize database applications to locate and process information<br>01.08 Utilize spreadsheets applications to locate and process information<br>01.09 Utilize business graphic application to process information.<br>01.10 Apply a variety of mathematical techniques<br>01.11 Apply thinking skills and creativity.<br>02.09 Prepare flow charts<br>02.10 Prepare reports and instructions<br>02.11 Convey information and ideas to people.<br>03.09 Manage and improve performance of individuals.<br>03.10 Provide consultation and counselling | 1. Communication skills<br>2. Conceptual skills<br>3. Interpersonal skills<br>4. Learning skills<br>5. Leadership skills<br>6. Multitasking and prioritizing<br>7. Self-discipline<br>8. Teamwork |

|   |  |
|---|--|
| 03.11 Monitor and evaluate performance of human resources.<br>03.12 Provide coaching/on-the-job training.<br>03.13 Develop and maintain team harmony and resolve conflicts.<br>03.14 Facilitate and coordinate teams and ideas.<br>03.15 Liaise to achieve identified outcomes.<br>03.16 Identify and assess client/customer needs.<br>03.17 Identify staff training needs and facilitate access to training.<br>04.06 Allocate work<br>04.07 Negotiate acceptance and support for objectives and strategies.<br>05.01 Implement project/work plans<br>05.02 Inspect and monitor work done and/or in progress.<br>06.07 Develop and maintain networks |  |
|---|--|

### Tools, Equipment and Materials (TEM)

| Items  | Ratio (TEM: Trainee) |
|--|----------------------|
| 1. LCD Projector or other type of projector with white screen. | 1:25                 |
| 2. Computer Set with words processing & Spreadsheets.          | 1:1                  |
| 3. Housekeeping planning survey checklist                      | 1:1                  |
| 4. Measuring tape  | 1:1                  |
| 5. Housekeeping activities video                               | 1:25                 |
| 6. Housekeeping equipment pictures & specification             | 1:1                  |
| 7. House keeping equipment (sample)                            | 1:25                 |
| 8. Housekeeping materials (Sample)                             | As required          |
| 9. Housekeeping Contract Document (Sample)                     | 1:5                  |
| 10. Housekeeping Inspection Checklist                          | 1:1                  |
| 11. Housekeeping Contract performance evaluation form (Sample) | 1:1                  |
| 12. Housekeeping report (Sample)                               | 1:5                  |

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## CURRICULUM OF COMPETENCY UNIT (CoCU)

|                              |  |              |          |                          |                  |                     |           |
|------------------------------|--|--------------|----------|--------------------------|------------------|---------------------|-----------|
| <b>Sub Sector</b>            | SME BUSINESS   |              |          |                          |                  |                     |           |
| <b>Job Area</b>              | SME ADMINISTRATION   |              |          |                          |                  |                     |           |
| <b>NOSS Title</b>            | SME ADMINISTRATION SUPPORT SERVICE   |              |          |                          |                  |                     |           |
| <b>Competency Unit Title</b> | INFORMATION TECHNOLOGY AND DATA PROCESSING SUPPORT SERVICES  |              |          |                          |                  |                     |           |
| <b>Learning Outcome</b>      | <p>The person who is competent in this CU shall be able to prepare an accurate and complete electronic documents, conduct reliable data sourcing, conduct an accurate data entries, operate an accurate, safe and traceable filing systems, and minimize operational idle time through an efficient in computer systems installation and maintenance practice. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Perform Electronic documents preparation</li> <li>• Perform data sourcing and entry activities</li> <li>• Perform electronic filing system</li> <li>• Perform computer systems installation and maintenance</li> </ul> |              |          |                          |                  |                     |           |
| <b>Competency Unit ID</b>    | <b>FB-053-3:2014<br/>C03</b>   | <b>Level</b> | <b>3</b> | <b>Training Duration</b> | <b>250 hours</b> | <b>Credit Hours</b> | <b>25</b> |

| <b>Work Activities</b>                      | <b>Related Knowledge</b>  | <b>Related Skills</b> | <b>Attitude/Safety/<br/>Environmental</b> | <b>Training<br/>Hours</b> | <b>Delivery<br/>Mode</b> | <b>Assessment<br/>Criteria</b>   |
|---|---|-----------------------|---|---------------------------|--------------------------|--|
| 1. Perform electronic documents preparation | i. Electronic form template <ul style="list-style-type: none"> <li>• Electronic form template concept and requirements</li> <li>• Electronic form template production activities</li> </ul> |                       |   | 12                        | Lecture                  | <ul style="list-style-type: none"> <li>• Electronic form template produced , electronic form template concept</li> </ul> |



| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>planning</li> <li>• Electronic form template design.</li> <li>• Electronic form template evaluation.</li> <li>• Electronic form template filing.</li> <li>• Electronic form template verification.</li> </ul> <p>ii. Business correspondence documents preparation</p> <ul style="list-style-type: none"> <li>• Business correspondence documents concept and requirements.</li> <li>• Business correspondence requisition.</li> <li>• Business correspondence format.</li> <li>• Business correspondence content data entry</li> <li>• Business correspondence documents generation.</li> <li>• Formatted business correspondence documents validation arrangement</li> <li>• Business correspondence documents record</li> </ul> <p>ii. Non-correspondence</p> |                |                                   |                   |                  | <p>and requirements interpreted ,<br/>electronic form template production activities plan drafted,<br/>electronic form template design interpreted ,<br/>electronic form template evaluation and electronic form template filing executed and electronic form template verification executed .</p> <ul style="list-style-type: none"> <li>• Business correspondence documents produced ,<br/>business correspondence documents concept and requirements interpreted ,</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>documents preparation</p> <ul style="list-style-type: none"> <li>• Business non-correspondence documents concept and requirements analysis.</li> <li>• Business non-correspondence requisition examination.</li> <li>• Business non-correspondence format.</li> <li>• Business non-correspondence preparation.</li> <li>• Business non-correspondence documents generation.</li> <li>• Formatted business non-correspondence documents validation arrangement</li> <li>• Business non-correspondence documents record</li> </ul> <p>v. Presentation materials preparation.</p> <ul style="list-style-type: none"> <li>• Presentation materials preparation concept and requirements analysis.</li> <li>• Presentation materials preparation activities planning</li> </ul> |                |                                   |                   |                  | <p>business correspondence requisition interpreted , business correspondence format ascertained , business correspondence content entered, business correspondence documents produced , formatted business correspondence documents validation executed and business correspondence documents record updated.</p> <ul style="list-style-type: none"> <li>• Non-correspondence documents produced , business non-correspondence</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|---|--|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• Presentation materials preparation</li> <li>• Presentation materials preparation evaluation.</li> <li>• Presentation materials verification arrangement.</li> </ul> v. Electronic documents preparation logbook update |   |  |                   |                  | documents concept and requirements interpreted , business non-correspondence requisition interpreted , business non-correspondence format ascertained , business non-correspondence preparation executed , business non-correspondence documents produced , formatted business non-correspondence documents validation executed and business non-correspondence documents record updated. |
|                 |   | i. Prepare electronic form template<br>ii. Prepare business correspondence documents<br>iii. Prepare non-correspondence documents<br>iv. Prepare presentation materials<br>v. Update Electronic documents preparation log book. |  | 28                | Practical        |   |
|                 |   |   | <u>Attitude:</u><br><br>i. Creative in preparing electronic form template<br>ii. Accurate in |                   |                  | <ul style="list-style-type: none"> <li>• Presentation</li> </ul>  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|----------------|--|-------------------|------------------|--|
|                 |                   |                | <p>preparing business correspondence documents</p> <p>iii. Accurate in preparing non-correspondence documents</p> <p>iv. Creative in preparing presentation materials</p> <p>v. Accurate in updating Electronic documents preparation log book.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at</p> |                   |                  | <p>materials produced , presentation materials preparation concept and requirements interpreted , presentation materials preparation activities plan drafted, executed , presentation materials preparation, presentation materials preparation graded, and presentation materials verification executed .</p> |

| Work Activities                              | Related Knowledge  | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria   |
|--|--|----------------|--|----------------|---------------|---|
|  |  |                | workplace.<br><u>Environment:</u> <ol style="list-style-type: none"> <li>Ensure energy saver office equipments.</li> <li>Reduce energy wastage.</li> <li>Practice paperless office.</li> </ol> |                |               |   |
| 2.Perform data sourcing and entry activities | <ol style="list-style-type: none"> <li>Data sourcing and entry instruction analysis. <ul style="list-style-type: none"> <li>SME Administration data sourcing and entry objectives</li> <li>Data authoritative Source analysis.</li> <li>Data accuracy and validity</li> <li>Data specification</li> <li>Data security rules and regulations</li> <li>Data sourcing techniques and procedure.</li> <li>Data entry techniques and procedure</li> </ul> </li> <li>Data sourcing and entry planning <ul style="list-style-type: none"> <li>SME Administration data sourcing and entry objective</li> </ul> </li> </ol> |                |  | 23             | Lecture       | <ul style="list-style-type: none"> <li>Data sourcing and entry instruction interpreted , SME Administration data sourcing and entry objectives interpreted , data authoritative Source, data accuracy and validity and data specification interpreted , data security rules and regulations, data sourcing techniques and procedure and data entry</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• SME Administration data sourcing and entry activities</li> <li>• SME Administration data sourcing and entry activities time frame.</li> <li>• SME Administration data sourcing and entry activities methodology</li> <li>• SME Administration data sourcing and entry activities plan development.</li> </ul> <p>ii. Data sourcing and entry activities.</p> <ul style="list-style-type: none"> <li>• Business environment data source identification</li> <li>• Identify Human Resource Data source identification.</li> <li>• Administration data source</li> <li>• Identify sales &amp; marketing data source administration</li> <li>• Data authoritative Source</li> <li>• Data accuracy and validity</li> <li>• Data types and nature</li> <li>• Data security rules and regulations adherence</li> <li>• Data sourcing techniques and procedure.</li> <li>• Data entry techniques and</li> </ul> |                |                                   |                   |                  | <p>techniques and procedure interpreted .</p> <ul style="list-style-type: none"> <li>• Data sourcing and entry plan drafted, SME Administration data sourcing and entry objective ascertained , SME Administration data sourcing and entry activities interpreted , SME Administration data sourcing and entry activities time frame interpreted , SME Administration data sourcing and entry activities methodology ascertained and SME</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>procedure.</p> <ul style="list-style-type: none"> <li>• SME Administration data sourcing and entry record.</li> </ul> <p>v. Data sourcing and entry evaluation</p> <ul style="list-style-type: none"> <li>• SME Administration data sourcing and entry performance evaluation objectives.</li> <li>• SME Administration data sourcing and entry performance indicator determinants.</li> <li>• SME Administration data sourcing and entry performance evaluation.</li> <li>• SME Administration data sourcing and entry performance gap analysis</li> <li>• SME Administration data sourcing and entry improvement program proposal preparation.</li> </ul> <p>v. Data sourcing and entry report preparation</p> <ul style="list-style-type: none"> <li>• SME Administration data sourcing and entry report objectives determinants.</li> <li>• SME Administration data</li> </ul> |                |                                   |                   |                  | <p>Administration data sourcing and entry activities plan produced .</p> <ul style="list-style-type: none"> <li>• Data sourcing and entry activities executed , SME Administration data sourcing and entry objectives observed, business environment data source, Human Resource Data source, Administration data source and sales &amp; marketing data source ascertained , data authoritative Source and data accuracy and validity confirmed , data types and</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills  | Attitude/Safety/Environmental   | Training Hours | Delivery Mode | Assessment Criteria   |
|-----------------|--|---|---|----------------|---------------|---|
|                 | sourcing and entry reporting techniques application.<br>• SME Administration data sourcing and entry report format utilization<br>• SME Administration data sourcing and entry report preparation. |   |   |                |               | nature ascertained , data security rules and regulations adhered, data sourcing techniques and procedure and data entry techniques and procedure followed and SME Administration data sourcing and entry record updated.. |
|                 |  | i. Analyze data sourcing and entry instruction.<br>ii. Plan data sourcing and entry<br>iii. Carry out data sourcing and entry activities.<br>iv. Evaluate data sourcing and entry .<br>v. Prepare data sourcing and entry report. |   | 52             | Practical     | • Data sourcing and entry graded, SME Administration data sourcing and entry performance evaluation objectives and SME Administration data sourcing and entry   |
|                 |  |   | <u>Attitude:</u><br>i. Detailed in analyzing data sourcing and entry instruction.<br>ii. Objective focused in planning data |                |               |   |



| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|----------------|--|-------------------|------------------|--|
|                 |                   |                | <p>sourcing and entry</p> <p>iii. Accurate in carrying out data sourcing and entry activities.</p> <p>iv. Factual in evaluating data sourcing and entry .</p> <p>v. Accurate in preparing data sourcing and entry report.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy</p> |                   |                  | <p>performance indicator ascertained , SME</p> <p>Administration data sourcing and entry performance graded, SME</p> <p>Administration data sourcing and entry performance gap analysis executed , and SME</p> <p>Administration data sourcing and entry improvement program proposal produced .</p> <ul style="list-style-type: none"> <li>• Data sourcing and entry report produced , SME</li> </ul> <p>Administration data sourcing and entry report objectives ascertained , SME</p> |

| Work Activities                     | Related Knowledge  | Related Skills | Attitude/Safety/Environmental               | Training Hours | Delivery Mode | Assessment Criteria   |
|-------------------------------------|--|----------------|---|----------------|---------------|---|
|                                     |  |                | wastage.<br>iii. Practice paperless office. |                |               | Administration data sourcing and entry reporting techniques applied, SME Administration data sourcing and entry report format utilized, and SME Administration data sourcing and entry report produced .  |
| 3. Perform electronic Filing System | i. Electronic folders preparation <ul style="list-style-type: none"> <li>•Electronic folders generation concept and requirements.</li> <li>•Electronic folders generation planning.</li> <li>•Computer software requirements.</li> <li>•Electronic folder creation</li> <li>•Electronic folder name creation</li> <li>•Electronic folders search</li> <li>•Folder contents entry</li> <li>•Electronic folders record.</li> </ul> |                |   | 18             | Lecture       | <ul style="list-style-type: none"> <li>• Electronic folders produced , electronic folders generation concept and requirements interpreted , electronic folders generation plan drafted, computer software requirements ascertained , electronic folder</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria   |
|-----------------|--|----------------|-------------------------------|----------------|---------------|---|
|                 | <p>ii. Electronic files handling</p> <ul style="list-style-type: none"> <li>• Electronic files handling concept and requirements analysis.</li> <li>• File subject determinants.</li> <li>• File coding systems implementation</li> <li>• New file generation procedure</li> <li>• Documents storage procedure</li> <li>• File closing procedure</li> <li>• File movement coordination procedure</li> <li>• Data safety controlling systems implementation</li> </ul> <p>iii. Electronic files maintenance</p> <ul style="list-style-type: none"> <li>• Electronic files maintenance concept and requirements.</li> <li>• Electronic files maintenance activities planning</li> <li>• File update and revision procedure</li> <li>• Electronic files backup</li> </ul> |                |                               |                |               | <p>and electronic folder name created, electronic folders searched, folder contents entered and electronic folders record updated.</p> <ul style="list-style-type: none"> <li>• Electronic files organized, electronic files handling concept and requirements interpreted , file subject ascertained , file coding systems implementation executed , new file generation procedure, documents storage procedure, file closing procedure and file movement coordination procedure completed, and</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills  | Attitude/Safety/Environmental                                     | Training Hours | Delivery Mode | Assessment Criteria  |
|-----------------|---|---|---|----------------|---------------|--|
|                 | systems implementation<br>• File archive systems implementation<br>• Electronic files maintenance performance evaluation<br>• Electronic files maintenance report preparation.<br><br>vi. Electronic filing system performance evaluation.<br>v. Electronic filing system report preparation. |   |   |                |               | data safety controlling systems executed .<br><br>• Electronic files maintenance executed , electronic files maintenance concept and requirements interpreted , electronic files maintenance activities plan drafted, file update and revision procedure completed, electronic files backup systems and file archive systems executed , electronic files maintenance performance graded and electronic files maintenance |
|                 |   | i. Prepare electronic folders<br>ii. Handle electronic files<br>iii. Carry out electronic files maintenance<br>iv. Evaluate electronic filing systems performance<br>v. Prepare electronic filing system report |   | 42             | Practical     |  |
|                 |   |   | <u>Attitude:</u><br>i. Meticulous in preparing electronic folders |                |               |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | ii. Meticulous in handling electronic files<br>iii. Accurate in carrying out electronic files maintenance<br>iv. Factual in evaluating electronic filing systems performance<br>v. Accurate in preparing electronic filing systems report<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work methodology.<br>iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver |                   |                  | report produced .      |

| Work Activities   | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|---|---|----------------|---|-------------------|------------------|--|
|   |   |                | office equipments.<br>ii. Reduce energy<br>wastage.<br>iii. Practice paperless<br>office. |                   |                  |  |
| 4. Perform<br>computer<br>systems<br>installation<br>and<br>maintenance | i. Computer software<br>installation <ul style="list-style-type: none"> <li>• Computer software<br/>installation concept and<br/>requirements analysis</li> <li>• Computer software<br/>installation activities<br/>planning</li> <li>• Computer software<br/>installation activities</li> <li>• Computer software<br/>usability test procedure.</li> <li>• Computer software<br/>installation evaluation</li> <li>• Computer software<br/>installation record.</li> </ul> ii. Computer hardware<br>installation <ul style="list-style-type: none"> <li>• Computer hardware<br/>installation concept and<br/>requirements analysis</li> <li>• Computer hardware<br/>installation activities<br/>planning</li> </ul> |                |   | 23                | Lecture          | <ul style="list-style-type: none"> <li>• Computer<br/>software<br/>installation<br/>executed ,<br/>computer<br/>software<br/>installation<br/>concept and<br/>requirements<br/>interpreted ,<br/>computer<br/>software<br/>installation<br/>activities plan<br/>drafted, computer<br/>software<br/>installation<br/>activities<br/>executed ,<br/>computer<br/>software usability<br/>test procedure<br/>completed,<br/>computer<br/>software</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• Computer hardware installation activities implementation</li> <li>• Computer systems configuration</li> <li>• Computer hardware usability test procedure.</li> <li>• Computer hardware installation performance evaluation</li> <li>• Computer hardware installation record.</li> </ul> <p>iii. Computer hardware maintenance inspection implementation</p> <ul style="list-style-type: none"> <li>• Computer hardware maintenance inspection concept and requirements analysis.</li> <li>• Computer hardware maintenance inspection activities planning</li> <li>• Computer hardware maintenance inspection activities implementation</li> <li>• Computer hardware maintenance inspection evaluation.</li> <li>• Computer hardware maintenance inspection</li> </ul> |                |                                   |                   |                  | <p>installation evaluation executed and computer software installation record updated.</p> <ul style="list-style-type: none"> <li>• Computer hardware installation executed , computer hardware installation concept and requirements interpreted , computer hardware installation activities plan drafted, computer hardware installation activities and computer systems configuration executed , computer</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|--|-----------------------------------|-------------------|------------------|---|
|                 | <p>record.</p> <p>iv. Computer peripherals inventory management assistance</p> <ul style="list-style-type: none"> <li>• Computer peripherals inventory management concept and requirements.</li> <li>• Computer peripherals inventory management assistance activities planning</li> <li>• Computer peripherals inventory control implementation.</li> <li>• Computer peripherals inventory management assistance evaluation</li> <li>• Computer peripherals inventory management assistance record.</li> </ul> |  |                                   |                   |                  | <p>hardware usability test procedure completed, computer hardware installation performance graded and computer hardware installation record updated.</p> <ul style="list-style-type: none"> <li>• Computer hardware maintenance inspection executed , computer hardware maintenance inspection concept and requirements interpreted , computer hardware maintenance inspection activities plan drafted, computer</li> </ul> |
|                 |   | <p>i. Carry out computer software installation</p> <p>ii. Carry out computer hardware installation</p> <p>iii. Carry out computer hardware</p> |                                   | 52                | Practical        |   |



| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|--|-------------------|------------------|--|
|                 |                   | maintenance inspection<br>iv. Carry out computer peripherals inventory management assistance |  |                   |                  | hardware maintenance inspection activities executed , computer hardware maintenance inspection graded and computer hardware maintenance inspection record updated.   |
|                 |                   |  | <u>Attitude:</u><br>i. Meticulous in carrying out computer software installation<br>ii. Meticulous in carrying out computer hardware installation<br>iii. Thorough in carrying out computer hardware maintenance inspection<br>iv. Pro-active and accurate in carrying out computer peripherals inventory management assistance<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work methodology. |                   |                  | <ul style="list-style-type: none"> <li>• Computer peripherals inventory control executed , computer peripherals inventory control concept and requirements interpreted , computer peripherals inventory control activities plan drafted, computer peripherals inventory control</li> </ul> |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria   |
|-----------------|-------------------|----------------|--|----------------|---------------|---|
|                 |                   |                | iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               | executed ,<br>computer peripherals<br>inventory control<br>graded and<br>computer peripherals<br>inventory control<br>record updated. |

### Employability Skills

| Core Abilities   | Social Skills  |
|--|--|
| 01.07 Utilize database applications to locate and process information<br>01.08 Utilize spreadsheets applications to locate and process information<br>01.09 Utilize business graphic application to process information. | 1. Communication skills<br>2. Conceptual skills<br>3. Interpersonal skills<br>4. Learning skills<br>5. Leadership skills |

|  |   |
|--|---|
| 01.10 Apply a variety of mathematical techniques<br>01.11 Apply thinking skills and creativity.<br>02.09 Prepare flow charts<br>02.10 Prepare reports and instructions<br>02.11 Convey information and ideas to people.<br>03.09 Manage and improve performance of individuals.<br>03.10 Provide consultation and counselling<br>03.11 Monitor and evaluate performance of human resources.<br>03.12 Provide coaching/on-the-job training.<br>03.13 Develop and maintain team harmony and resolve conflicts.<br>03.14 Facilitate and coordinate teams and ideas.<br>03.15 Liaise to achieve identified outcomes.<br>03.16 Identify and assess client/customer needs.<br>03.17 Identify staff training needs and facilitate access to training.<br>04.06 Allocate work<br>04.07 Negotiate acceptance and support for objectives and strategies.<br>05.01 Implement project/work plans<br>05.02 Inspect and monitor work done and/or in progress.<br>06.07 Develop and maintain networks | 6. Multitasking and prioritizing<br><br>7. Self-discipline<br>8. Teamwork |
|--|---|

### Tools, Equipment and Materials (TEM)

| Items  | Ratio (TEM: Trainee)                      |
|--|---|
| 1. LCD Projector or other type of projector with white screen.<br>2. Computer Set with words processing & Spreadsheets<br>3. Sample of raw data and draft of documents.<br>4. Desktop computer hardware component diagram<br>5. Desktop computer installation check list | 1:25<br>1:1<br>As required<br>1:25<br>1:1 |

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## CURRICULUM OF COMPETENCY UNIT (CoCU)

|                              |   |              |          |                          |                  |                     |           |
|------------------------------|---|--------------|----------|--------------------------|------------------|---------------------|-----------|
| <b>Sub Sector</b>            | SME BUSINESS  |              |          |                          |                  |                     |           |
| <b>Job Area</b>              | SME ADMINISTRATION  |              |          |                          |                  |                     |           |
| <b>NOSS Title</b>            | SME ADMINISTRATION SUPPORT SERVICE  |              |          |                          |                  |                     |           |
| <b>Competency Unit Title</b> | SECRETARIAL FUNCTION  |              |          |                          |                  |                     |           |
| <b>Learning Outcome</b>      | <p>The person who is competent in this CU shall be able to achieve office communication function, confidential documents handling and meeting coordination objectives and continuously ensure no statutory non-compliance issues and manage official diary/schedule in a order to achieve organization objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Perform office communication function</li> <li>• Perform confidential documentation.</li> <li>• Perform meeting arrangement</li> <li>• Perform statutory affairs compliances</li> <li>• Perform superior's diary monitoring.</li> </ul> |              |          |                          |                  |                     |           |
| <b>Competency Unit ID</b>    | <b>FB-053-3:2014 C04</b>  | <b>Level</b> | <b>3</b> | <b>Training Duration</b> | <b>200 hours</b> | <b>Credit Hours</b> | <b>20</b> |

| <b>Work Activities</b>                   | <b>Related Knowledge</b>   | <b>Related Skills</b> | <b>Attitude/Safety/Environmental</b> | <b>Training Hours</b> | <b>Delivery Mode</b> | <b>Assessment Criteria</b>  |
|--|--|-----------------------|--------------------------------------|-----------------------|----------------------|---|
| 1. Perform office communication function | i. Office communication systems. <ul style="list-style-type: none"> <li>• Office telecommunication technology</li> </ul> |                       |                                      | 18                    | Lecture              | <ul style="list-style-type: none"> <li>• Office communication systems understood, office</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>Office electronic communication systems</li> <li>Communication despatch systems.</li> <li>Courier systems.</li> <li>Postal systems</li> </ul> <p>ii. Office communication requirements preparation.</p> <ul style="list-style-type: none"> <li>Office communication equipments</li> <li>Office communication service registration, installation &amp; rental</li> <li>Office electronic social media system registration, installation and rental.</li> </ul> <p>iii. Office communication systems handling</p> <ul style="list-style-type: none"> <li>Handle telephone call.</li> <li>Handle clients enquiries.</li> <li>Handle telephone contact.</li> <li>Maintain telephone contact register.</li> <li>Administer e-mail communication.</li> <li>Maintain e-mail contact register.</li> </ul> |                |                                   |                   |                  | <p>telecommunication technology, office electronic communication systems, communication despatch systems, courier systems and postal systems interpreted .</p> <ul style="list-style-type: none"> <li>Office communication requirements produced , office communication equipments provided, office communication service registration, installation &amp; rental completed, office electronic social media system registration, installation and rental completed.</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• Administer fax communication systems.</li> </ul> <p>iv. Office communication equipment maintenance arrangement.</p> <ul style="list-style-type: none"> <li>• Office communication equipment maintenance service provider identification</li> <li>• Office communication equipment maintenance proposal development</li> <li>• Office communication equipment maintenance proposal approval.</li> <li>• Office communication equipment maintenance assignment.</li> </ul> <p>v. Office mail &amp; postal activities implementation.</p> <ul style="list-style-type: none"> <li>• Incoming mail record</li> <li>• Update incoming correspondence register.</li> <li>• Outgoing mail arrangement.</li> <li>• Outgoing mail record.</li> </ul> <p>vi. Office communication function evaluation</p> |                |                                   |                   |                  | <ul style="list-style-type: none"> <li>• Office communication systems, telephone call, clients enquiries, and telephone contact handled, telephone contact register serviceable, e-mail communication executed , e-mail contact register serviceable, and fax communication systems executed .</li> <li>• Office communication equipment maintenance executed , office communication equipment ascertained , maintenance service provider ascertained , office</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria   |
|-----------------|---|--|-------------------------------|----------------|---------------|---|
|                 | <ul style="list-style-type: none"> <li>Office communication function evaluation objective.</li> <li>Office communication function key performance indicator</li> <li>Office communication function performance measurement</li> <li>Performance gap analysis</li> <li>Office communication function improvement plan proposal.</li> </ul> <p>vii. Periodical office communication report preparation.</p> |  |                               |                |               | <p>communication equipment maintenance proposal produced , office communication equipment maintenance proposal approval displayed and office communication equipment maintenance assigned</p>   |
|                 |   | <p>i. Study Office communication systems.</p> <p>ii. Prepare office communication requirements.</p> <p>iii. Handle office communication systems</p> <p>iv. Arrange office communication equipment maintenance.</p> |                               | 42             | Practical     | <ul style="list-style-type: none"> <li>Office mail &amp; postal activities executed , incoming mail record produced , incoming correspondence register updated, outgoing mail executed and outgoing mail record produced .</li> <li>Office</li> </ul> |



| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|---|--|-------------------|------------------|---|
|                 |                   | v. Carry out office mail & postal activities.<br>vi. Evaluate office communication function<br>vii. Prepare periodical office communication report. |  |                   |                  | communication function graded ,<br>office communication function evaluation objective ascertained ,<br>office communication function key performance indicator displayed ,<br>office communication function performance measured,<br>performance gap interpreted ,<br>office communication function improvement plan produced and accepted. |
|                 |                   |   | <u>Attitude:</u><br>i. Diligent in studying office communication systems.<br>ii. Detailed in preparing office communication requirements.<br>iii. Meticulous in handling office communication systems<br>iv. Objective focused in arranging office communication equipment maintenance.<br>v. Meticulous in carrying out office mail & postal activities.<br>vi. Factual in evaluating office communication function<br>vii. Accurate in preparing |                   |                  | • Periodical office communication report produced .   |

| Work Activities                       | Related Knowledge                           | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|---------------------------------------|---|----------------|---|-------------------|------------------|--|
|                                       |   |                | <p>periodical office communication report.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                   |                  |  |
| 2. Perform confidential documentation | i. Business documentation process analysis. |                |   | 12                | Lecture          | <ul style="list-style-type: none"> <li>• Business documentation process</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
| .               | <p>ii. Confidential business dealing documentation preparation. (Contract document, business proposal and strategy, feasibility studies, etc. )</p> <ul style="list-style-type: none"> <li>• Confidential business dealing documentation preparation instruction.</li> <li>• Business dealing documentation draft.</li> <li>• Business dealing documentation structure design.</li> <li>• Business dealing documentation format</li> <li>• Business dealing documentation content.</li> <li>• Report references attachment.</li> <li>• Confidential business dealing documentation cover design.</li> <li>• Confidential business dealing document generation.</li> <li>• Confidential business dealing documentation submission..</li> </ul> <p>iii. Confidential management report preparation</p> |                |                                   |                   |                  | <p>interpreted .</p> <ul style="list-style-type: none"> <li>• Confidential business dealing documentation. (Contract document, business proposal and strategy, feasibility studies, etc. ) produced , confidential business dealing documentation preparation instruction interpreted, business dealing documentation draft displayed , business dealing documentation structure created , business dealing documentation format ascertained , business dealing documentation content entered,</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>Confidential management report preparation instruction.</li> <li>Report draft.</li> <li>Report structure design.</li> <li>Report format</li> <li>Report content entry.</li> <li>Report graphic, statistical table and pictures preparation.</li> <li>Report references preparation.</li> <li>Report cover design</li> <li>Confidential management report generation.</li> </ul> <p>iv. Internally circulated document preparation</p> <ul style="list-style-type: none"> <li>Internally circulated documents preparation instruction.</li> <li>Internally circulated document draft.</li> <li>Internally circulated document structure design</li> <li>Internally circulated document format</li> <li>Internally circulated document content.</li> </ul> |                |                                   |                   |                  | <p>report references inserted, confidential business dealing documentation cover created , confidential business dealing documentation produced and confidential business dealing documentation accepted.</p> <ul style="list-style-type: none"> <li>Confidential management report produced , confidential management report preparation instruction interpreted, report draft displayed , report structure created , report format ascertained , report content keyed-in, report</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>Confidential internally circulated document generation.</li> </ul> <p>v. External correspondence documents preparation</p> <ul style="list-style-type: none"> <li>External correspondence documents preparation instruction.</li> <li>External correspondence document draft.</li> <li>External correspondence document structure design</li> <li>External correspondence document format</li> <li>External correspondence document content.</li> <li>Confidential external correspondence document generation.</li> </ul> <p>vi. Confidential document filing administration.</p> <ul style="list-style-type: none"> <li>Office documents filing systems analysis.</li> <li>Office documents filing</li> </ul> |                |                                   |                   |                  | <p>graphic, statistical table and pictures, and report references inserted, report cover created , and confidential management report produced .</p> <ul style="list-style-type: none"> <li>Internally circulated document produced , internally circulated documents preparation instruction interpreted, internally circulated document draft displayed , internally circulated document structure created , internally circulated document format</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental                                   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|--|---|-------------------|------------------|---|
|                 | facilities.<br><ul style="list-style-type: none"> <li>Documents reference identification number.</li> </ul> |  |   |                   |                  | ascertained , internally circulated document content keyed-in, and confidential internally circulated document produced .   |
|                 |   | i. Analyze business documentation process.<br>ii. Prepare confidential business dealing documentation. (Contract document, business proposal and strategy, feasibility studies, etc. )<br>iii. Prepare confidential management report.<br>iv. Prepare internally circulated document.<br>v. Prepare external correspondence documents.<br>vi. Administer confidential document filing. |   | 28                | Practical        | <ul style="list-style-type: none"> <li>External correspondence documents produced , external correspondence documents preparation instruction interpreted, external correspondence document draft displayed , external correspondence document structure created , external correspondence document format</li> </ul> |
|                 |   |  | <u>Attitude:</u><br>i. Detailed in analyzing business documentation |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|----------------|--|-------------------|------------------|--|
|                 |                   |                | <p>process.</p> <p>ii. Meticulous in preparing confidential business dealing documentation. (Contract document, business proposal and strategy, feasibility studies, etc. )</p> <p>iii. Accurate in preparing confidential management report.</p> <p>iv. Accurate in preparing internally circulated document.</p> <p>v. Accurate in preparing external correspondence documents.</p> <p>vi. Systematic in administering confidential document filing.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered</p> |                   |                  | <p>ascertained , external correspondence document content keyed-in, and confidential external correspondence document produced .</p> <ul style="list-style-type: none"> <li>Confidential document filing administration, office documents filing systems and office documents filing facilities interpreted and documents reference identification number assigned.</li> </ul> |

| Work Activities                | Related Knowledge   | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria   |
|--------------------------------|---|----------------|--|----------------|---------------|---|
|                                |   |                | equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |   |
| 3. Perform meeting arrangement | i. Meeting concept analysis <ul style="list-style-type: none"> <li>Meeting purpose and objective</li> <li>Problem solving concept</li> <li>Group decision making concept</li> <li>Brain storming concept</li> </ul> ii. Meeting requirements preparation. <ul style="list-style-type: none"> <li>Meeting objectives</li> <li>Meeting agenda</li> <li>Meeting members list.</li> </ul> |                |  | 6              | Lecture       | <ul style="list-style-type: none"> <li>Meeting concept, meeting purpose and objective, problem solving concept, group decision making concept, brain storming concept, meeting types and meeting process interpreted .</li> </ul> |



| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>• Meeting facilities</li> <li>• Meeting resources</li> <li>• Meeting date and time</li> <li>• Notice of meeting.</li> <li>• Meeting attendance list.</li> <li>• Minute of meeting.</li> <li>• Meeting reminder</li> <li>• Meeting register.</li> </ul> <p>iii. Meeting arrangement implementation</p> <ul style="list-style-type: none"> <li>• Meeting requisition and instruction detail examination.</li> <li>• Meeting objective</li> <li>• Meeting member list</li> <li>• Notice of meeting preparation.</li> <li>• Meeting notice delivery.</li> <li>• Meeting materials preparation.</li> <li>• Meeting resources preparation</li> <li>• Meeting refreshment preparation.</li> <li>• Meeting room and facilities arrangement.</li> <li>• Meeting minutes taking.</li> <li>• Minutes meeting draft verification.</li> <li>• Minutes meeting</li> </ul> |                |                                   |                   |                  | <ul style="list-style-type: none"> <li>• Meeting requirements produced , meeting objectives, meeting agenda and meeting members list displayed , meeting facilities and meeting resources ascertained , meeting date and time displayed , notice of meeting produced , meeting attendance list, minute of previous meeting and meeting reminder produced and meeting register produced .</li> <li>• Departmental meeting arrangement executed , meeting</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <p>signatories arrangement.</p> <ul style="list-style-type: none"> <li>• Meeting minutes dissemination .</li> <li>• Meeting record update .</li> </ul> <p>iv. Meeting minute taking activities implementation.</p> <ul style="list-style-type: none"> <li>• Minute taking requirements preparation.</li> <li>• Meeting particulars preparation.</li> <li>• Meeting dictation.</li> <li>• Meeting note taking</li> <li>• Meeting note clarification.</li> <li>• Meeting note refining.</li> <li>• Minute of meeting generation.</li> </ul> <p>v. Meeting arrangement performance evaluation.</p> <ul style="list-style-type: none"> <li>• Meeting arrangement performance evaluation objective.</li> <li>• Meeting arrangement key performance indicator</li> <li>• Meeting arrangement performance measurement</li> </ul> |                |                                   |                   |                  | <p>requisition and instruction detail interpreted, meeting objective acquired, meeting member list displayed , notice of meeting produced , meeting notice delivered, meeting materials, meeting resources and meeting refreshment produced , meeting room and facilities executed , meeting minutes taking executed , minutes meeting draft verification accepted, minutes meeting signatories executed , meeting minutes disseminated,</p> |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|--|---|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• Performance gap analysis</li> <li>• Meeting arrangement improvement plan.</li> </ul> vi. Meeting register update. |  |   |                   |                  | and departmental meeting record updated. <ul style="list-style-type: none"> <li>• Meeting minute taking activities executed , minute taking requirements, meeting particulars written, meeting dictation executed , meeting note confirmed , meeting note clarification executed , meeting note refined and minute of meeting produced .</li> </ul> |
|                 |  | i. Analyze meeting concept<br>ii. Prepare meeting requirements.<br>iii. Carry out meeting arrangement<br>iv. Carry out meeting minute taking activities.<br>v. Evaluate meeting arrangement performance.<br>vi. Update meeting register. |   | 14                | Practical        | <ul style="list-style-type: none"> <li>• Meeting arrangement performance graded , meeting arrangement performance evaluation</li> </ul>   |
|                 |  |  | <u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Detailed in analyzing meeting concept</li> <li>ii. Detailed in preparing meeting requirements.</li> <li>iii. Objective focused in arranging meeting</li> </ul> |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|----------------|--|-------------------|------------------|---|
|                 |                   |                | <p>arrangement</p> <p>iv. Accurate in meeting minute taking activities.</p> <p>v. Factual in evaluating meeting arrangement performance.</p> <p>vi. Accurate in updating meeting register.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> |                   |                  | <p>objective ascertained , meeting arrangement key performance indicator displayed , meeting arrangement performance measured, performance gap interpreted and meeting arrangement improvement plan proposed.</p> <ul style="list-style-type: none"> <li>• Meeting register updated.</li> </ul> |

| Work Activities                          | Related Knowledge  | Related Skills | Attitude/Safety/Environmental                                 | Training Hours | Delivery Mode | Assessment Criteria  |
|--|--|----------------|---|----------------|---------------|--|
|  |  |                | ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |  |
| 4. Perform statutory affairs compliances | i. Statutory affairs compliance activities analysis <ul style="list-style-type: none"> <li>• Related statutory rules and regulations.</li> <li>• Licenses regulation systems.</li> <li>• Licenses validity period</li> <li>• Contract validity period</li> </ul> ii. Statutory affairs compliance activities requirements preparation. <ul style="list-style-type: none"> <li>• Registrar of Companies office statutory compliance</li> <li>• Local government related statutory compliance</li> <li>• Road Transport statutory requirements</li> <li>• Business licenses related statutory requirements.</li> <li>• Inland revenue and taxes statutory</li> </ul> |                |   | 18             | Lecture       | <ul style="list-style-type: none"> <li>• Statutory affairs compliance activities interpreted , related statutory rules and regulations understood, Licenses regulation systems , Licenses validity period and Contract validity period interpreted.</li> <li>• Statutory affairs compliance activities requirements produced , Registrar of Companies</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <p>requirements.</p> <ul style="list-style-type: none"> <li>• Immigration related statutory requirements.</li> <li>• Statutory affairs compliance activities schedule development.</li> </ul> <p>iii. Statutory affairs compliance activities.</p> <ul style="list-style-type: none"> <li>• Statutory affairs compliances activities requirements preparation</li> <li>• Business registration affairs.</li> <li>• Licenses registration &amp; renewal requirements.</li> <li>• Local authorities rules &amp; regulations compliances.</li> <li>• Immigration related statutory requirements compliance.</li> <li>• Utilities rentals and bills payment.</li> <li>• Utilities registration and payments.</li> </ul> <p>iv. Office communication function evaluation</p> <ul style="list-style-type: none"> <li>• Office communication function evaluation</li> </ul> |                |                                   |                   |                  | <p>office statutory compliance requirements, Local government related statutory compliance requirements, Road Transport Department statutory requirements, Business licenses related statutory requirements. Inland revenue and taxes statutory requirements and Immigration related statutory requirements produced and statutory affairs compliance activities schedule produced .</p> <ul style="list-style-type: none"> <li>• Statutory affairs</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|--|-----------------------------------|-------------------|------------------|---|
|                 | <p>objective.</p> <ul style="list-style-type: none"> <li>Office communication function key performance indicator</li> <li>Office communication function performance measurement</li> <li>Performance gap analysis</li> <li>Office communication function improvement plan proposal.</li> </ul> <p>v. Statutory affairs compliance activities record.</p> |  |                                   |                   |                  | <p>compliance activities executed , statutory affairs compliances activities requirements produced , business registration affairs, licenses registration &amp; renewal requirements, local authorities rules &amp; regulations compliances, immigration related statutory requirements compliance, utilities rentals and bills payment and utilities registration and bills payments executed .</p> <ul style="list-style-type: none"> <li>Office communication</li> </ul> |
|                 |  | <p>i. Analyze statutory affairs compliance activities</p> <p>ii. Prepare statutory affairs compliance activities requirements.</p> <p>iii. Carry out statutory affairs compliance activities.</p> <p>iv. Evaluate office communication function</p> <p>v. Update statutory</p> |                                   | 42                | Practical        | <ul style="list-style-type: none"> <li>Office communication</li> </ul>  |

| Work Activities | Related Knowledge | Related Skills                           | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|--|-------------------|------------------|--|
|                 |                   | affairs compliance<br>activities record. |  |                   |                  | function graded<br>, office<br>communication<br>function<br>evaluation<br>objective<br>ascertained ,<br>office<br>communication<br>function key<br>performance<br>indicator<br>displayed ,<br>office<br>communication<br>function<br>performance<br>measured,<br>performance<br>gap interpreted<br>, office<br>communication<br>function<br>improvement<br>plan proposed<br>and office<br>communication<br>function<br>improvement<br>plan approval<br>displayed . |
|                 |                   |  | <u>Attitude:</u><br>i. Detailed in analyzing<br>statutory affairs<br>compliance activities<br>ii. Detailed in preparing<br>statutory affairs<br>compliance activities<br>requirements.<br>iii. Objective focused in<br>carrying out statutory<br>affairs compliance<br>activities.<br>iv. Factual in evaluating<br>office communication<br>function<br>v. Accurate in updating<br>statutory affairs<br>compliance activities<br>record.<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work<br>methodology.<br>iii. Ensure electrical<br>safety on all<br>electrically powered<br>equipment.<br>iv. Enforce safety &<br>health rules and |                   |                  |  |



| Work Activities                       | Related Knowledge  | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria   |
|---------------------------------------|--|----------------|--|----------------|---------------|---|
|                                       |  |                | regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               | <ul style="list-style-type: none"> <li>Statutory affairs compliance activities record updated.</li> </ul>   |
| 5. Perform official diary monitoring. | i. Official diary handling concept. <ul style="list-style-type: none"> <li>Diary management concept.</li> <li>Time management</li> <li>Event nature, classification and type.</li> <li>Event prioritization.</li> </ul> ii. Official diary handling requirements. <ul style="list-style-type: none"> <li>Diary handling policy and mandate.</li> <li>Electronics diary systems application.</li> <li>Diary communication channel.</li> </ul> |                |  | 6              | Lecture       | 5.1 Official Diary handling concept interpreted , Diary management concept and Time management concept interpreted , Event nature, classification , type and event prioritization concept |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>• Event awareness systems.</li> </ul> <p>iii. Carry out official diary handling activities.</p> <ul style="list-style-type: none"> <li>• Prepare official diary monitoring requirements.</li> <li>• Examine official appointment list</li> <li>• Examine official meeting detail.</li> <li>• Examine official activity list.</li> <li>• Examine Official ceremonials list.</li> <li>• Examine organizational event detail.</li> <li>• Handle official appointment request.</li> <li>• Conduct official activities scheduling.</li> <li>• Generate official diary</li> <li>• Obtain Official diary endorsement.</li> <li>• Conduct official diary event notification and control.</li> </ul> <p>iv. Identify official diary priority issues.</p> <p>v. Notify official diary priority</p> |                |                                   |                   |                  | <p>interpreted</p> <p>5.2 Official diary handling requirements produced , Diary handling policy and mandate displayed , Electronics diary systems application technique applied, Diary communication channel ascertained and Event awareness systems installed.</p> <p>5.3 Official diary handling activities executed , Official diary monitoring requirements produced ,</p> |

| Work Activities | Related Knowledge                              | Related Skills  | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|---|---|-------------------|------------------|--|
|                 | vi. Generate official diary periodical report. |   |   |                   |                  | Official appointment list, Official meeting detail, Official activity list, Official ceremonials list and organizational event detail interpreted, Official appointment request handled, Official activities scheduling executed , Official diary produced , Official diary endorsement displayed and Official diary event notification and control executed<br><br>5.4 Official diary |
|                 |  | i. Analyze official diary handling concept.<br>ii. Prepare official diary handling requirements.<br>iii. Carry out official diary handling activities.<br>iv. Identify official diary priority issues.<br>v. Notify Official diary priority issues.<br>vi. Generate official diary periodical report. |   | 14                | Practical        |  |
|                 |  |   | <u>Attitude:</u><br>i. Detailed in analyzing official diary handling concept.<br>ii. Detailed in preparing official diary handling requirements.<br>iii. Meticulous in Official diary handling activities.<br>iv. Systematic in identifying official diary priority issues. |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|----------------|---|-------------------|------------------|---|
|                 |                   |                | v. Timely in notifying<br>official diary priority<br>issues.<br>vi. Timely in generating<br>official diary<br>periodical report.<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work<br>methodology.<br>iii. Ensure electrical<br>safety on all<br>electrically powered<br>equipment.<br>iv. Enforce safety &<br>health rules and<br>regulations<br>v. Ensure safe working<br>condition.<br>vi. Promote good safety<br>& health practice at<br>workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver<br>office equipments.<br>ii. Reduce energy<br>wastage.<br>iii. Practice paperless<br>office. |                   |                  | priority issues.<br><br>5.5 Official diary<br>priority issues<br>notification<br>executed<br><br>5.6 Official diary<br>periodical<br>report<br>produced . |

## Employability Skills

| Core Abilities   | Social Skills   |
|--|---|
| <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p> | <ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol> |

### Tools, Equipment and Materials (TEM)

| Items  | Ratio (TEM: Trainee) |
|--|----------------------|
| 1. LCD Projector or other type of projector with white screen. | 1:25                 |
| 2. Computer Set with words processing & Spreadsheets.          | 1:1                  |
| 3. Sample of raw data and draft of documents.                  | 1:25                 |
| 4. Sample of correspondence documents                          | 1:1                  |
| 5. Samples of non-correspondence documents                     | 1:1                  |
| 6. Samples of hardcopy Diary                                   | 1:1                  |
| 7. Samples of soft copy diary                                  | 1:1                  |
| 8. Statutory affairs compliance list                           | 1:1                  |
| 9. Statutory compliance procedure and regulations              | 1:1                  |

|  |
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| <b>REFERENCES</b>  |
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

|                              |   |              |          |                          |                  |                     |           |
|------------------------------|---|--------------|----------|--------------------------|------------------|---------------------|-----------|
| <b>Sub Sector</b>            | SME BUSINESS  |              |          |                          |                  |                     |           |
| <b>Job Area</b>              | SME ADMINISTRATION  |              |          |                          |                  |                     |           |
| <b>NOSS Title</b>            | SME ADMINISTRATION SUPPORT SERVICE  |              |          |                          |                  |                     |           |
| <b>Competency Unit Title</b> | HUMAN RESOURCE SUPPORT SERVICES   |              |          |                          |                  |                     |           |
| <b>Learning Outcome</b>      | <p>The person who is competent in this CU shall be able to provide employment support service activities that is complied with the organizational and labour legislation requirements, accurate staffing documentation &amp; record, fulfil specified training support services requirements preparation, and effectively handle internal human resource communication assignment timely to achieve organizational objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Perform employment Support Service Activities.</li> <li>• Perform Foreign Employment Support Service Activities.</li> <li>• Perform Training Support Service Activities.</li> <li>• Perform Human Resource Filing Systems Implementation</li> <li>• Perform Communication Support Service activities</li> </ul> |              |          |                          |                  |                     |           |
| <b>Competency Unit ID</b>    | <b>FB-053-3:2014 C05</b>  | <b>Level</b> | <b>3</b> | <b>Training Duration</b> | <b>250 hours</b> | <b>Credit Hours</b> | <b>25</b> |

| <b>Work Activities</b>                | <b>Related Knowledge</b>   | <b>Related Skills</b> | <b>Attitude/Safety/Environmental</b> | <b>Training Hours</b> | <b>Delivery Mode</b> | <b>Assessment Criteria</b>                                       |
|---------------------------------------|--|-----------------------|--------------------------------------|-----------------------|----------------------|--|
| 1. Perform employment Support Service | i. Open recruitment campaign support service implementation<br>• Job instruction and |                       |                                      | 24                    | Lecture              | • Job instruction and requirements ascertained, open recruitment |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|--|
| Activities.     | <p>requirements.</p> <ul style="list-style-type: none"> <li>• Open recruitment campaign support service activities planning</li> <li>• Open recruitment campaign support service standard &amp; procedure</li> <li>• Open recruitment campaign support service performance evaluation.</li> <li>• Open recruitment campaign support service record.</li> </ul> <p>ii. Job posting &amp; Job bidding support service implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> <li>• Job posting &amp; Job bidding support service activities planning</li> <li>• Job posting &amp; Job bidding support service standard &amp; procedure.</li> <li>• Job posting &amp; Job bidding support service performance evaluation.</li> <li>• Job posting &amp; Job</li> </ul> |                |                                   |                   |                  | <p>campaign support service activities plan drafted, open recruitment campaign support service standard &amp; procedure completed, open recruitment campaign support service performance graded and open recruitment campaign support service record updated.</p> <ul style="list-style-type: none"> <li>• Job posting &amp; Job bidding instruction and requirements ascertained, support service activities plan drafted, service standard &amp; procedure completed, job posting &amp; Job bidding support service performance</li> </ul> |



| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>bidding support service record.</p> <p>iii. Human Resource selection support service implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Human Resource selection support service activities implementation</li> <li>• Human Resource selection support service standard &amp; procedure.</li> <li>• Human Resource selection support service evaluation</li> <li>• Human Resource selection support service record</li> </ul> <p>iv. Induction program support service implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Induction program support service activities planning</li> <li>• Induction program support service standard &amp; procedure.</li> <li>• Induction program</li> </ul> |                |                                   |                   |                  | <p>graded and Job posting &amp; Job bidding support service record updated.</p> <ul style="list-style-type: none"> <li>• HR selection support service Job instruction and requirements ascertained, HR selection support service activities plan drafted, HR selection support service standard &amp; procedure completed, HR selection support service performance graded and HR selection support service record updated.</li> <li>• Induction program support service Job instruction and requirements ascertained, Induction program</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|--|-----------------------------------|-------------------|------------------|---|
|                 | support service performance evaluation<br>• Induction program support service record.<br><br>v. Employment statutory documentation implementation<br>• Job instruction and requirements.<br>• Employment statutory documentation requirements<br>• Employment statutory documentation standard & procedure<br>• Employment statutory documentation performance evaluation<br>• Employment statutory documentation record. |  |                                   |                   |                  | support service activities plan drafted, Induction program support service standard & procedure completed, Induction program support service performance graded and Induction program support service record updated.<br><br>• Employment statutory documentation Job instruction and requirements ascertained, employment statutory documentation requirements ascertained, employment statutory documentation standard & procedure completed, |
|                 |   | i. Carry out open recruitment campaign support service<br>ii. Carry out job posting & Job bidding support service<br>iii. Carry out HR |                                   | 56                | Practical        |   |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|---|-------------------|------------------|--|
|                 |                   | selection support service<br>iv. Carry out induction program support service<br>v. Carry out employment statutory documentation. |   |                   |                  | employment statutory documentation performance graded and employment statutory documentation record updated. |
|                 |                   |  | <u>Attitude:</u><br>i. Objective focused in carrying out open recruitment campaign support service<br>ii. Objective focused in carrying out job posting & Job bidding support service<br>iii. Objective focused in carrying out HR selection support service<br>iv. Objective focused in carrying out induction program support service<br>v. Detailed in carrying out employment |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>statutory documentation.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                   |                  |                        |

| Work Activities   | Related Knowledge   | Related Skills | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria  |
|---|---|----------------|-------------------------------|----------------|---------------|--|
| 2. Perform Foreign Employment Support Service Activities. | <p>i. Foreign employee employment application support service.</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Foreign employee employment application support service activities planning</li> <li>• Foreign employee employment application support service standard &amp; procedure.</li> <li>• Foreign employee employment application support service performance evaluation.</li> <li>• Foreign employee employment application support service record.</li> </ul> <p>ii. Employment pass application support service implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Employment pass application support service activities implementation.</li> <li>• Employment pass</li> </ul> |                |                               | 12             | Lecture       | <ul style="list-style-type: none"> <li>• Foreign employee employment application support service Job instruction and requirements ascertained, foreign employee employment application support service activities plan drafted, foreign employee employment application support service standard &amp; procedure completed, foreign employee employment application support service performance graded and foreign employee employment application support service record updated.</li> <li>• Employment pass</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>application support service standard and procedure.</p> <ul style="list-style-type: none"> <li>• Employment pass application support service performance evaluation.</li> <li>• Employment pass application support service record.</li> </ul> <p>iii. Work permit application support service implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Work permit application support service activities planning</li> <li>• Work permit application support service standard and procedure.</li> <li>• Work permit application support service performance evaluation</li> <li>• Work permit application support service record.</li> </ul> <p>iv. Employment pass &amp; work permit cancellation support service implementation</p> |                |                                   |                   |                  | <p>application support service Job instruction and requirements ascertained, Employment pass application support service activities plan drafted, Employment pass application support service standard and procedure completed, Employment pass application support service performance graded, and Employment pass application support service record updated.</p> <ul style="list-style-type: none"> <li>• Work permit application support service Job instruction and requirements ascertained, Work permit application support service</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria   |
|-----------------|--|--|-------------------------------|----------------|---------------|---|
|                 | <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Employment pass &amp; work permit cancellation support service activities planning</li> <li>• Employment pass &amp; work permit cancellation support service standard &amp; procedure.</li> <li>• Employment pass &amp; work permit cancellation support service performance evaluation</li> <li>• Employment pass &amp; work permit cancellation support service record.</li> </ul> |  |                               |                |               | <p>activities plan drafted, Work permit application support service standard and procedure completed, Work permit application support service performance graded and Work permit application support service record updated.</p> <ul style="list-style-type: none"> <li>• Employment pass &amp; work permit cancellation support service</li> </ul> |
|                 |  | <ul style="list-style-type: none"> <li>i. Carry out foreign employee employment application support service.</li> <li>ii. Carry out employment pass application support service.</li> <li>iii. Carry out work permit application support service. Carry out</li> </ul> |                               | 28             | Practical     | <p>Job instruction and requirements ascertained, Employment pass &amp; work permit cancellation support service activities plan drafted, Employment pass &amp; work permit cancellation support service</p>   |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|---|--|-------------------|------------------|---|
|                 |                   | employment pass &<br>work permit<br>cancellation support<br>service |  |                   |                  | standard &<br>procedure<br>completed,<br>Employment pass<br>& work permit<br>cancellation<br>support service<br>performance<br>graded and<br>Employment pass<br>& work permit<br>cancellation<br>support service<br>record updated. |
|                 |                   |   | <u>Attitude:</u><br>i. Objective focused in<br>carrying out t foreign<br>employee<br>employment<br>application support<br>service.<br>ii. Meticulous in<br>carrying out<br>employment pass<br>application support<br>service.<br>iii. Responsible in<br>carrying out work<br>permit application<br>support service.<br>iv. Detailed in carrying<br>out employment<br>pass & work permit<br>cancellation support<br>service<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work<br>methodology. |                   |                  |   |



| Work Activities                                 | Related Knowledge   | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria  |
|---|---|----------------|--|----------------|---------------|--|
|   |   |                | iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |  |
| 3. Perform Training Support Service Activities. | i. Training facilities preparation <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> <li>• Training facilities preparation planning</li> <li>• Training facilities preparation procedure.</li> </ul> |                |  | 15             | Lecture       | <ul style="list-style-type: none"> <li>• Training facilities preparation job instruction and requirements ascertained , training facilities preparation activities plan</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• Training facilities preparation performance evaluation.</li> <li>• Training facilities preparation record systems.</li> </ul> <p>ii. Training material production implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> <li>• Training material production planning</li> <li>• Training material production procedure</li> <li>• Training material production performance evaluation</li> <li>• Training material production record systems.</li> </ul> <p>iii. Resource centre support service</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> <li>• Resource centre support service activities.</li> <li>• resource centre support service standard and procedure.</li> </ul> |                |                                   |                   |                  | <p>drafted, training facilities preparation standard &amp; procedure completed, training facilities preparation performance graded and raining facilities preparation record updated.</p> <ul style="list-style-type: none"> <li>• Training material production job instruction and requirements ascertained, training material production activities plan drafted, training material production standard &amp; procedure completed, training material production performance graded and training material production record</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills  | Attitude/Safety/Environmental   | Training Hours | Delivery Mode | Assessment Criteria   |
|-----------------|--|---|---|----------------|---------------|---|
|                 | <ul style="list-style-type: none"> <li>• resource centre support service performance evaluation.</li> <li>• resource centre support service record systems.</li> </ul> |   |   |                |               | updated.  |
|                 |  | i. Prepare training facilities<br>ii. Carry out training material production<br>iii. Carry out resource centre support service<br>iv. resource centre support service record systems. |   | 35             | Practical     | <ul style="list-style-type: none"> <li>• Resource centre support service Job instruction and requirements ascertained, resource centre support service activities plan drafted, resource centre support service standard &amp; procedure completed, resource centre support service performance graded and resource centre support service record updated.</li> </ul> |
|                 |  |   | <u>Attitude:</u><br>i. Systematic in preparing training facilities<br>ii. Objective focused n carrying out training material production<br>iii. Resourceful in carrying out resource centre |                |               |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>support service</p> <p>iv. Thorough in keeping resource centre support service record systems.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p> |                   |                  |                        |

| Work Activities   | Related Knowledge   | Related Skills | Attitude/Safety/Environmental | Training Hours | Delivery Mode | Assessment Criteria  |
|---|---|----------------|-------------------------------|----------------|---------------|--|
| 4. Perform Human Resource Filing Systems Implementation | <p>i. Human resource document filing</p> <ul style="list-style-type: none"> <li>• Job instructions and requirements.</li> <li>• Human resource document filing activities planning</li> <li>• Human resource document filing activities standard &amp; procedure.</li> <li>• Human resource document filing activities performance evaluation.</li> <li>• Human resource document filing activities record.</li> </ul> <p>ii. Human resource document retrieve</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Human resource document file retrieve process planning</li> <li>• Human resource file retrieve standard &amp; procedure.</li> <li>• Human resource file retrieve performance evaluation.</li> <li>• Human resource file</li> </ul> |                |                               | 12             | Lecture       | <ul style="list-style-type: none"> <li>• HR document filing job instructions and requirements ascertained, HR document filing activities plan drafted, HR document filing activities standard &amp; procedure completed, HR document filing activities performance graded and HR document filing activities recorded.</li> <li>• HR Document file retrieve job instruction and requirements ascertained, HR Document file retrieve process plan drafted, HR file retrieve standard &amp; procedure completed and HR file retrieve</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|--|-----------------------------------|-------------------|------------------|--|
|                 | <p>movement record.</p> <p>iii. Human resource filing systems maintenance</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Human resource document file maintenance system operation.</li> <li>• Human resource file maintenance standard &amp; procedure.</li> <li>• Human resource file maintenance performance evaluation</li> </ul> <p>iv. Human resource file maintenance record.</p> |  |                                   |                   |                  | <p>performance graded and HR file movement recorded.</p> <ul style="list-style-type: none"> <li>• HR Document file maintenance job instruction and requirements ascertained, HR Document file maintenance system executed, HR file maintenance standard &amp; procedure completed and HR file maintenance performance graded.</li> </ul> |
|                 |   | <p>i. Carry out HR document filing</p> <p>ii. Carry out HR document retrieve</p> <p>iii. Maintain HR filing systems</p> <p>iv. Update HR file maintenance Record</p> |                                   | 28                | Practical        | <ul style="list-style-type: none"> <li>• HR file maintenance recorded.</li> </ul>  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | <p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Objective focused in carrying out HR document filing</li> <li>ii. Meticulous in carrying out HR document retrieve</li> <li>iii. Accurate in maintaining HR filing systems</li> <li>iv. Accurate in updating HR file maintenance Record</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health</li> </ul> |                   |                  |                        |

| Work Activities                                     | Related Knowledge   | Related Skills | Attitude/Safety/Environmental   | Training Hours | Delivery Mode | Assessment Criteria  |
|---|---|----------------|---|----------------|---------------|--|
|   |   |                | <p>practice at workplace.</p> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                |               |  |
| 5. Perform Communication Support Service activities | <ul style="list-style-type: none"> <li>i. Meeting facilities preparation <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> <li>• Meeting facilities preparation activities planning</li> <li>• Meeting facilities preparation implementation</li> <li>• Meeting facilities preparation activities performance evaluation</li> <li>• Meeting facilities preparation activities record.</li> </ul> </li> <li>ii. Communication despatch arrangement</li> </ul> |                |   | 12             | Lecture       | <ul style="list-style-type: none"> <li>• Meeting facilities preparation job instruction and requirements ascertained, meeting facilities preparation activities plan drafted, meeting facilities preparation carried out, meeting facilities preparation activities performance graded and meeting facilities preparation</li> </ul> |



| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <p>implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> <li>• Communication despatch arrangement standard &amp; procedure</li> <li>• Communication despatch arrangement performance evaluation</li> <li>• Communication despatch record</li> </ul> <p>iii. Internal documents circulation implementation</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements.</li> <li>• Internal documents circulation requirements.</li> <li>• Internal documents circulation standard &amp; procedure.</li> <li>• Internal documents circulation evaluation.</li> <li>• Internal documents circulation record.</li> </ul> <p>iv. Employee suggestion handling</p> <ul style="list-style-type: none"> <li>• Job instruction and requirements</li> </ul> |                |                                   |                   |                  | <p>activities recorded.</p> <ul style="list-style-type: none"> <li>• Communication despatch arrangement job instruction and requirements ascertained, communication despatch arrangement standard &amp; procedure completed, communication despatch arrangement performance graded, and communication despatch recorded.</li> <li>• Internal documents circulation job instruction and requirements ascertained, internal documents circulation requirements acquired, internal</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|--|--|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>• Employee suggestion program concept and requirements analysis.</li> <li>• Employee suggestion rules and regulations.</li> <li>• Employee suggestion handling standard &amp; procedure</li> </ul> <p>v. Communication Support Service activities report.</p> <ul style="list-style-type: none"> <li>• Design report structure</li> <li>• Develop report content</li> <li>• Utilize report format</li> <li>• Draft Communication Support Service activities report .</li> </ul> |  |                                   |                   |                  | <p>documents circulation standard &amp; procedure completed, internal documents circulation performance graded and internal documents circulation recorded.</p> <ul style="list-style-type: none"> <li>• Employee suggestion program job instruction and requirements ascertained</li> <li>• Employee suggestion program concept and requirements interpreted.</li> <li>• Employee suggestion rules and regulations interpreted.</li> <li>• Employee suggestion handling standard &amp;</li> </ul> |
|                 |  | <p>i. Prepare meeting facilities</p> <p>ii. Carry out communication despatch arrangement</p> <p>iii. Carry out internal documents circulation</p> <p>iv. Handle employee</p> |                                   | 28                | Practical        | <ul style="list-style-type: none"> <li>• Employee suggestion program job instruction and requirements ascertained</li> <li>• Employee suggestion program concept and requirements interpreted.</li> <li>• Employee suggestion rules and regulations interpreted.</li> <li>• Employee suggestion handling standard &amp;</li> </ul>   |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|---|--|-------------------|------------------|---|
|                 |                   | suggestion<br>v. Communication<br>Support Service<br>activities report. |  |                   |                  | procedure<br>completed.<br>• Employee<br>suggestion<br>record updated.  |
|                 |                   |   | <u>Attitude:</u><br>i. Meticulous Prepare<br>meeting facilities<br>ii. Responsible in<br>carrying out<br>communication<br>despatch<br>arrangement<br>iii. Objective focused in<br>carrying out internal<br>documents<br>circulation<br>iv. Proactive in<br>handling employee<br>suggestion<br>v. Accurate in<br>generating<br>communication<br>Support Service<br>activities report<br><br><u>Safety:</u><br>i. Ensure data<br>safety.<br>ii. Ensure safe work<br>methodology. |                   |                  | • Communication<br>Support Service<br>activities report<br>produced, report<br>structure created,<br>report content<br>produced, report<br>format used, and<br>report produced. |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | <ul style="list-style-type: none"> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                   |                  |                        |

## Employability Skills

| Core Abilities  | Social Skills   |
|---|---|
| <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liaise to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p> | <ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol> |

### Tools, Equipment and Materials (TEM)

| Items   | Ratio (TEM: Trainee)   |
|---|--|
| <ol style="list-style-type: none"> <li>1. LCD Projector or other type of projector with white screen.</li> <li>2. Computer Set with words processing &amp; Spreadsheets</li> <li>3. Sample of raw data and draft of documents.</li> <li>4. Recruitment Materials (Sample)</li> <li>5. Recruitment campaign activities checklist</li> <li>6. Selection Interview checklist</li> <li>7. Immigration Forms (Sample)</li> <li>8. Contract of Service (Sample)</li> <li>9. Employee Register (Sample)</li> <li>10. Training resources (Sample)</li> <li>11. Training facilities preparation checklist</li> <li>12. Employee Suggestion Program Systems Implementation and procedure</li> <li>13. Postal &amp; Despatch Systems Implementation procedure</li> </ol> | <ol style="list-style-type: none"> <li>1:25</li> <li>1:1</li> <li>As required</li> <li>1:1</li> <li>1:1</li> <li>1:1</li> <li>1:1</li> <li>1:1</li> <li>1:1</li> <li>As required</li> <li>1:1</li> <li>1:1</li> <li>1:1</li> </ol> |

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## CURRICULUM OF COMPETENCY UNIT (CoCU)

|                              |   |              |          |                          |                  |                     |           |
|------------------------------|---|--------------|----------|--------------------------|------------------|---------------------|-----------|
| <b>Sub Sector</b>            | SME BUSINESS  |              |          |                          |                  |                     |           |
| <b>Job Area</b>              | SME ADMINISTRATION  |              |          |                          |                  |                     |           |
| <b>NOSS Title</b>            | SME ADMINISTRATION SUPPORT SERVICE  |              |          |                          |                  |                     |           |
| <b>Competency Unit Title</b> | SME ACCOUNT SUPPORT SERVICES  |              |          |                          |                  |                     |           |
| <b>Learning Outcome</b>      | <p>The person who is competent in this CU shall be able to systematically and timely maintain bookkeeping activities, timely achieve revenue collection objective, keep accurate record of all assets of the organization in accordance with specified standard and organizational requirement. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Perform Book keeping activities</li> <li>• Perform revenue collection support services</li> <li>• Perform fixed asset administration support services</li> </ul> |              |          |                          |                  |                     |           |
| <b>Competency Unit ID</b>    | <b>FB-053-3:2014 C06</b>  | <b>Level</b> | <b>3</b> | <b>Training Duration</b> | <b>250 hours</b> | <b>Credit Hours</b> | <b>25</b> |

| <b>Work Activities</b>             | <b>Related Knowledge</b>   | <b>Related Skills</b> | <b>Attitude/Safety/Environmental</b> | <b>Training Hours</b> | <b>Delivery Mode</b> | <b>Assessment Criteria</b>   |
|------------------------------------|--|-----------------------|--------------------------------------|-----------------------|----------------------|--|
| 1. Perform Book keeping activities | i. Bookkeeping concept and requirements, <ul style="list-style-type: none"> <li>• bookkeeping systems,</li> <li>• sales ledger handling concept and requirements</li> <li>• purchase ledger</li> </ul> |                       |                                      | 33                    | Lecture              | <ul style="list-style-type: none"> <li>• Bookkeeping concept and requirements interpreted, bookkeeping systems, sales ledger handling</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>handling concept and requirements studied.</p> <p>ii. Bookkeeping activities planning.</p> <ul style="list-style-type: none"> <li>• Bookkeeping activities objectives,</li> <li>• sales ledger handling system and purchase ledger handling systems,</li> <li>• Book keeping activities time frame,</li> <li>• Bookkeeping activities plan developed.</li> </ul> <p>iii. Bookkeeping activities,</p> <ul style="list-style-type: none"> <li>• Bookkeeping activities objectives</li> <li>• Bookkeeping activities planning,</li> <li>• sales ledger handling procedure,</li> <li>• purchase ledger handling procedure</li> <li>• bookkeeping operational time frame</li> <li>• Bookkeeping activities record .</li> </ul> <p>iv. Bookkeeping activities evaluation.</p> |                |                                   |                   |                  | <p>concept and requirements and purchase ledger handling concept and requirements understood.</p> <ul style="list-style-type: none"> <li>• Bookkeeping activities plan produced, Bookkeeping activities objectives ascertained, sales ledger handling system and purchase ledger handling systems interpreted, Book keeping activities time frame ascertained, and Bookkeeping activities plan produced.</li> <li>• Bookkeeping activities</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills         | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|------------------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>• Bookkeeping activities evaluation objectives,</li> <li>• Bookkeeping activities key performance indicator,</li> <li>• sales ledger and purchase ledger inspection,</li> <li>• Bookkeeping activities evaluation process.</li> <li>• Bookkeeping activities evaluation report.</li> </ul> <p>v. Periodical bookkeeping activities report preparation.</p> <ul style="list-style-type: none"> <li>• periodical Bookkeeping activities reporting techniques,</li> <li>• periodical Bookkeeping activities report format</li> <li>• periodical Bookkeeping activities report contents</li> <li>• periodical Bookkeeping activities report generation.</li> </ul> |                        |                                   |                   |                  | <p>executed, Bookkeeping activities objectives complied, Bookkeeping activities plan, sales ledger handling procedure, purchase ledger handling procedure completed and bookkeeping operational time frame complied and Bookkeeping activities record updated.</p> <ul style="list-style-type: none"> <li>• Bookkeeping activities graded, Bookkeeping activities evaluation objectives ascertained, Bookkeeping activities key</li> </ul> |
|                 |   | i. Analyze Bookkeeping |                                   | 77                | Practical        |  |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|--|-------------------|------------------|--|
|                 |                   | concept and requirements<br>ii. Plan Bookkeeping activities<br>iii. Carry out Bookkeeping activities<br>iv. Evaluate Bookkeeping activities<br>v. Prepare Periodical bookkeeping activities report |  |                   |                  | performance indicator interpreted, sales ledger and purchase ledger confirmed, Bookkeeping activities evaluation executed, and Bookkeeping activities evaluation report produced.              |
|                 |                   |  | <u>Attitude:</u><br>i. Detailed in analyzing Bookkeeping concept and requirements<br>ii. Objective focused in planning Bookkeeping activities<br>iii. Meticulous and accurate in carrying out Bookkeeping activities<br>iv. Factual in evaluating Bookkeeping activities |                   |                  | • Periodical bookkeeping activities report produced, periodical Bookkeeping activities reporting techniques used, periodical Bookkeeping activities report format used, periodical Bookkeeping |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|----------------|---|-------------------|------------------|---|
|                 |                   |                | <p>v. Factual and accurate in preparing Periodical bookkeeping activities report</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.<br/> ii. Ensure safe work methodology.<br/> iii. Ensure electrical safety on all electrically powered equipment.<br/> iv. Enforce safety &amp; health rules and regulations<br/> v. Ensure safe working condition.<br/> vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.<br/> ii. Reduce energy wastage.<br/> iii. Practice paperless office.</p> |                   |                  | activities report contents ascertained and periodical Bookkeeping activities report produced. |

| Work Activities                                | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|--|---|----------------|-----------------------------------|-------------------|------------------|---|
| 2. Perform revenue collection support services | vi. Revenue collection support services concept and requirements. <ul style="list-style-type: none"> <li>• revenue collection concept,</li> <li>• account receivable concept and requirement,</li> <li>• finance and account handling rules and regulations concept and requirement,</li> <li>• finance and account policy and procedures formulation concept and requirement,</li> <li>• invoice generation and issuance procedure concept and requirements,</li> <li>• payment receiving and recording procedure concept and requirement,</li> <li>• daily cash receiving procedure concept and requirement,</li> <li>• daily cheque receiving procedure concept and requirements</li> <li>• banking and account</li> </ul> |                |                                   | 21                | Lecture          | <ul style="list-style-type: none"> <li>• Revenue collection support services concept and requirements understood, revenue collection concept, account receivable concept and requirement, finance and account handling rules and regulations concept and requirement, finance and account policy and procedures formulation concept and requirement, invoice generation and issuance procedure formulation concept and</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <p>maintenance procedure concept and requirements.</p> <p>vii. Revenue collection support services planning,</p> <ul style="list-style-type: none"> <li>• revenue collection policies and procedures,</li> <li>• revenue collection objectives, invoice generation and issuance procedure,</li> <li>• revenue collection notice issuance procedure,</li> <li>• daily collection receipts reconciliation procedure and banking and account maintenance procedure</li> <li>• revenue collection plan generation.</li> </ul> <p>viii. Revenue collection support services,</p> <ul style="list-style-type: none"> <li>• revenue collection policies and procedures,</li> <li>• invoice generation and issuance procedure</li> <li>• customers data,</li> <li>• customers billing history tracing,</li> <li>• revenue collection notice</li> </ul> |                |                                   |                   |                  | <p>requirements, payment receiving and recording procedure formulation concept and requirement, daily cash receiving procedure formulation concept and requirement, daily cheque receiving procedure formulation concept and requirements and banking and account maintenance procedure formulation concept and requirements interpreted.</p> <ul style="list-style-type: none"> <li>• Revenue collection support services</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• daily collection receipts reconciliation procedure and payment receiving and recording procedure.</li> <li>• revenue collection report generation.</li> </ul> <p>ix. Revenue collection support services evaluation.</p> <ul style="list-style-type: none"> <li>• revenue collection evaluation objectives</li> <li>• revenue collection key performance indicator,</li> <li>• revenue collection evaluation and performance gap analysis,</li> <li>• performance improvement plan,</li> <li>• revenue collection evaluation report generation.</li> </ul> <p>x. Revenue collection support services report preparation.</p> <ul style="list-style-type: none"> <li>• periodical revenue collection support services reporting techniques .</li> <li>• periodical revenue</li> </ul> |                |                                   |                   |                  | <p>plan produced, revenue collection policies and procedures interpreted, revenue collection objectives ascertained, invoice generation and issuance procedure, revenue collection notice issuance procedure, daily collection receipts reconciliation procedure and banking and account maintenance procedure displayed, and revenue collection plan produced.</p> <ul style="list-style-type: none"> <li>• Revenue</li> </ul> |



| Work Activities | Related Knowledge  | Related Skills  | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|---|-----------------------------------|-------------------|------------------|---|
|                 | collection support services report format,<br>• periodical revenue collection support services report contents<br>• periodical revenue collection support services reporting procedure ,<br>• periodical revenue collection support services report generation . |   |                                   |                   |                  | collection support services executed,<br>revenue collection policies and procedures completed,<br>revenue collection plan executed,<br>invoice generation and issuance procedure completed,<br>customers data updated,<br>customers billing history found, revenue collection notice produced, daily collection receipts reconciliation procedure and payment receiving and recording procedure |
|                 |  | i. Study revenue collection support services concept and requirements .<br>ii. Plan Revenue collection support services<br>iii. Carry out Revenue collection support services<br>iv. Evaluate revenue collection support services report<br>v. Prepare revenue collection support services report |                                   | 49                | Practical        |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|----------------|---|-------------------|------------------|--|
|                 |                   |                | <p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Diligent and thorough in studying revenue collection support services concept and requirements .</li> <li>ii. Objective focused in planing Revenue collection support services</li> <li>iii. Objective focused in carrying out revenue collection support services</li> <li>iv. Factual in evaluating revenue collection support services report</li> <li>v. Accurate in preparing revenue collection support services report</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered</li> </ul> |                   |                  | <p>completed and revenue collection report produced.</p> <ul style="list-style-type: none"> <li>• Revenue collection support services graded, revenue collection evaluation objectives ascertained, revenue collection key performance indicator interpreted, revenue collection evaluation and performance gap analysis executed, performance improvement plan produced and revenue collection evaluation report produced.</li> </ul> |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|----------------|---|-------------------|------------------|---|
|                 |                   |                | <p>equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p> |                   |                  | <ul style="list-style-type: none"> <li>Revenue collection support services report produced, periodical revenue collection support services reporting techniques used, periodical revenue collection support services report format used, periodical revenue collection support services report contents produced, periodical revenue collection support services reporting procedure completed, and periodical revenue</li> </ul> |

| Work Activities  | Related Knowledge  | Related Skills  | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|--|--|---|-----------------------------------|-------------------|------------------|--|
|  |  |   |                                   |                   |                  | collection<br>support services<br>report<br>produced.  |
| 3. Perform fixed<br>asset<br>administration<br>support<br>services | i. Fixed asset administration<br>support services concept<br>and requirements,<br>ii. fixed assets<br>administration support<br>services instruction<br>iii. fixed asset administration<br>support services<br>requirements<br>iv. asset administration<br>policies and procedures,<br>v. physical fixed asset<br>inventory recording<br>vi. register and tagging<br>procedures<br>vii. fixed asset disposal<br>procedures<br>viii. fixed asset disposal<br>record |   |                                   | 21                | Lecture          | <ul style="list-style-type: none"> <li>Fixed asset<br/>administration<br/>support services<br/>performed, fixed<br/>assets<br/>administration<br/>support services<br/>instruction and<br/>fixed asset<br/>administration<br/>support services<br/>requirements<br/>acquired, asset<br/>administration<br/>policies and<br/>procedures<br/>completed,<br/>physical fixed<br/>asset inventory<br/>recording<br/>executed, asset<br/>register and<br/>tagging<br/>procedures<br/>completed, fixed<br/>asset disposal<br/>procedures</li> </ul> |
|  |  | i. Carry out Fixed<br>asset<br>administration<br>support services<br>ii. Follow asset<br>administration |                                   | 49                | Practical        | register and<br>tagging<br>procedures<br>completed, fixed<br>asset disposal<br>procedures  |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria                              |
|-----------------|-------------------|--|---|-------------------|------------------|---|
|                 |                   | policies and procedures<br>iii. Carry out physical fixed asset inventory recording<br>iv. Follow fixed asset disposal procedures<br>v. Update fixed asset Register |   |                   |                  | completed, and fixed asset disposal record updated. |
|                 |                   |  | <u>Attitude:</u><br>i. Focused in carrying out Fixed asset administration support services<br>ii. Faithful in following asset administration policies and procedures<br>iii. Accurate in carrying out physical fixed asset inventory recording<br>iv. Faithful in following fixed asset disposal procedures<br>v. Timely in updating fixed asset Register<br><br><u>Safety:</u><br>i. Ensure data safety. |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | ii. Ensure safe work methodology.<br>iii. Ensure electrical safety on all electrically powered equipment.<br>iv. Enforce safety & health rules and regulations<br>v. Ensure safe working condition.<br>vi. Promote good safety & health practice at workplace.<br><br><u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                   |                  |                        |

### Employability Skills

| Core Abilities   | Social Skills  |
|--|--|
| 01.07 Utilize database applications to locate and process information<br>01.08 Utilize spreadsheets applications to locate and process information | 1. Communication skills<br>2. Conceptual skills<br>3. Interpersonal skills |

|  |   |
|--|---|
| 01.09 Utilize business graphic application to process information.<br>01.10 Apply a variety of mathematical techniques<br>01.11 Apply thinking skills and creativity.<br>02.09 Prepare flow charts<br>02.10 Prepare reports and instructions<br>02.11 Convey information and ideas to people.<br>03.09 Manage and improve performance of individuals.<br>03.10 Provide consultation and counselling<br>03.11 Monitor and evaluate performance of human resources.<br>03.12 Provide coaching/on-the-job training.<br>03.13 Develop and maintain team harmony and resolve conflicts.<br>03.14 Facilitate and coordinate teams and ideas.<br>03.15 Liaise to achieve identified outcomes.<br>03.16 Identify and assess client/customer needs.<br>03.17 Identify staff training needs and facilitate access to training.<br>04.06 Allocate work<br>04.07 Negotiate acceptance and support for objectives and strategies.<br>05.01 Implement project/work plans<br>05.02 Inspect and monitor work done and/or in progress.<br>06.07 Develop and maintain networks | 4. Learning skills<br>5. Leadership skills<br>6. Multitasking and prioritizing<br>7. Self-discipline<br>8. Teamwork |
|--|---|

### Tools, Equipment and Materials (TEM)

| Items   | Ratio (TEM: Trainee)                                      |
|---|---|
| 1. LCD Projector or other type of projector with white screen.<br>2. Computer Set with words processing, Graphic software and spreadsheet<br>3. Sample of raw data and draft of documents.<br>4. Book keeping activities instruction (Sample)<br>5. Accounting documents/ Ledger/forms (Sample) | 1:25<br>1:25<br>As required<br>As required<br>As required |

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## CURRICULUM OF COMPETENCY UNIT (CoCU)

|                              |   |              |          |                          |                  |                     |           |
|------------------------------|---|--------------|----------|--------------------------|------------------|---------------------|-----------|
| <b>Sub Sector</b>            | SME BUSINESS  |              |          |                          |                  |                     |           |
| <b>Job Area</b>              | SME ADMINISTRATION  |              |          |                          |                  |                     |           |
| <b>NOSS Title</b>            | SME ADMINISTRATION SUPPORT SERVICE  |              |          |                          |                  |                     |           |
| <b>Competency Unit Title</b> | SALES SERVICES  |              |          |                          |                  |                     |           |
| <b>Learning Outcome</b>      | <p>The person who is competent in this CU shall be able to achieve individual and team daily, monthly and yearly sales volume and revenue target, continuously expanding repeat customer and new customer volume and keep and utilize well maintained customer database. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Analyze sales activities instruction</li> <li>• Prepare sales activities requirements</li> <li>• Perform sales activities planning</li> <li>• Perform sale activities</li> <li>• Perform after sales services arrangement</li> <li>• Perform sale activities evaluation</li> <li>• Perform periodical sales record documentation</li> </ul> |              |          |                          |                  |                     |           |
| <b>Competency Unit ID</b>    | <b>FB-053-3:2014 C07</b>  | <b>Level</b> | <b>3</b> | <b>Training Duration</b> | <b>250 hours</b> | <b>Credit Hours</b> | <b>25</b> |

| <b>Work Activities</b>                  | <b>Related Knowledge</b>  | <b>Related Skills</b> | <b>Attitude/Safety/Environmental</b> | <b>Training Hours</b> | <b>Delivery Mode</b> | <b>Assessment Criteria</b> |
|---|---|-----------------------|--------------------------------------|-----------------------|----------------------|----------------------------|
| 1. Analyze sales activities instruction | i. Sales Instruction<br>ii. Instruction official source<br>iii. Instruction direction |                       |                                      | 2                     | Lecture              | • Sales Instruction        |

| Work Activities | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|---|--|-------------------|------------------|---|
|                 | definition<br>iv. Instruction requirements<br>v. Instruction authority<br>check<br>vi. instruction validity check<br>vii. Sales instruction<br>acceptance |   |  |                   |                  | interpreted ,<br>instruction<br>official<br>source<br>confirmed ,<br>instruction<br>direction<br>interpreted ,<br>instruction<br>requirements<br>interpreted ,<br>instruction<br>authority and<br>instruction<br>validity<br>confirmed<br>and sales<br>instruction<br>accepted. |
|                 |   | i. Examine sales<br>Instruction<br>ii. Check Instruction<br>official source<br>iii. Define Instruction<br>direction<br>iv. Analyze Instruction<br>requirements<br>v. Check Instruction<br>authority.<br>vi. Check instruction<br>validity<br>vii. Accept sales<br>instruction |  | 6                 | Practical        |   |
|                 |   |   | <u>Attitude:</u><br>i. Thorough in<br>examining sales<br>Instruction<br>ii. Detailed in checking<br>Instruction official<br>source<br>iii. Focus in defining |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>Instruction direction</p> <ul style="list-style-type: none"> <li>iv. Detailed in analyzing Instruction requirements</li> <li>v. Detailed in checking Instruction authority.</li> <li>vi. Detailed in checking instruction validity</li> <li>vii. confident in accepting sales instruction</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy</li> </ul> |                   |                  |                        |

| Work Activities   | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental              | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|---|---|---|--|-------------------|------------------|--|
|   |   |   | wastage.<br>iii. Practice paperless<br>office. |                   |                  |  |
| <b>2. Prepare sales<br/>activities<br/>requirements</b> | i. Sales concept analysis.<br>ii. Sales policy and<br>procedure<br>iii. Sales quota allocation<br>iv. Sales pricing strategy<br>v. Cash handling process<br>vi. Non-cash payment<br>process.<br>vii. Sales inventory record<br>systems.<br>viii. Sales promotion program<br>ix. Sales promotion<br>technique<br>x. Sales requirement<br>checklist generation. |   |  | 10                | Lecture          | <ul style="list-style-type: none"> <li>• Sales concept interpreted , sales policy and procedure , sales quota allocation, sales pricing strategy, cash handling process, non-cash payment process, sales inventory record systems and sales promotion program interpreted , sales promotion technique</li> </ul> |
|   |   | i. Analyze sales<br>concept<br>ii. Examine sales<br>policy and<br>procedure<br>iii. Examine sales<br>quota allocation<br>iv. Examine sales<br>pricing strategy<br>v. Examine cash<br>handling process<br>vi. Examine non-cash |  | 18                | Practical        |  |

| Work Activities | Related Knowledge | Related Skills  | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria                                |
|-----------------|-------------------|---|--|-------------------|------------------|---|
|                 |                   | payment process.<br>vii. Examine sales<br>inventory record<br>systems.<br>viii. Examine sales<br>promotion program<br>ix. Study sales<br>promotion technique<br>x. Generate sales<br>requirement<br>checklist |  |                   |                  | understood and sales requirement checklist produced . |
|                 |                   |   | <u>Attitude:</u><br>i. Detailed in analyzing<br>sales concept<br>ii. Thorough in<br>examining sales<br>policy and procedure<br>iii. Thorough in<br>examining sales<br>quota allocation<br>iv. Thorough in<br>examining sales<br>pricing strategy<br>v. Thorough in<br>examining cash<br>handling process<br>vi. Thorough in<br>examining non-cash<br>payment process.<br>vii. Thorough in<br>examining sales |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>inventory record systems.</p> <p>viii. Thorough in examining sales promotion program</p> <p>ix. Diligent in studying sales promotion technique</p> <p>x. Accurate in generating sales requirement checklist</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> |                   |                  |                        |

| Work Activities                      | Related Knowledge   | Related Skills   | Attitude/Safety/Environmental                                 | Training Hours | Delivery Mode | Assessment Criteria  |
|--------------------------------------|---|--|---|----------------|---------------|--|
|                                      |   |  | ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |  |
| 3. Perform sales activities planning | i. Sales objectives determinants<br>ii. Product information<br>iii. Sales quota<br>iv. Targeted buyers identification.<br>v. Sales area determinants.<br>vi. Sales product examination<br>vii. Sales condition<br>viii. Sales promotion program.<br>ix. Sales product display layout plan development<br>x. Sales strategy development.<br>xi. Sales activities plan generation |  |   | 10             | Lecture       | <ul style="list-style-type: none"> <li>Sales objective ascertained , product information and sales quota displayed , targeted buyers ascertained , sales area ascertained , sales product interpreted , sales condition ascertained , sales promotion program interpreted , sales product display layout plan</li> </ul> |
|                                      |   | i. Determine sales objective<br>ii. Obtain product information<br>iii. Obtain sales quota<br>iv. Identify targeted buyers. |   | 22             | Practical     |  |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|---|-------------------|------------------|--|
|                 |                   | v. Determine sales area.<br>vi. Examine sales product<br>vii. Determine sales condition<br>viii. Examine sales promotion program<br>ix. Develop sales product display layout plan<br>x. Develop sales strategy<br>xi. Generate sales activities plan |   |                   |                  | and sales strategy produced and sales activities plan produced . |
|                 |                   |  | <u>Attitude:</u><br>i. Foresight in determining sales objective<br>ii. Accurate in obtaining product information<br>iii. Accurate in obtaining sales quota<br>iv. Meticulous in identifying targeted buyers.<br>v. Analytical in determining sales area.<br>vi. Thorough in examining sales |                   |                  |  |



| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|---|-------------------|------------------|------------------------|
|                 |                   |                | product<br>vii. Detailed in<br>determining sales<br>condition<br>viii. Thorough in<br>examining sales<br>promotion program<br>ix. Creative in<br>developing sales<br>product display layout<br>plan<br>x. Objective focused in<br>developing sales<br>strategy<br>xi. Accurate in<br>generating sales<br>activities plan<br><br><u>Safety:</u><br>i. Ensure data safety.<br>ii. Ensure safe work<br>methodology.<br>iii. Ensure electrical<br>safety on all<br>electrically powered<br>equipment.<br>iv. Enforce safety &<br>health rules and<br>regulations<br>v. Ensure safe working<br>condition.<br>vi. Promote good safety |                   |                  |                        |

| Work Activities           | Related Knowledge   | Related Skills | Attitude/Safety/Environmental   | Training Hours | Delivery Mode | Assessment Criteria  |
|---------------------------|---|----------------|---|----------------|---------------|--|
|                           |   |                | & health practice at workplace.<br><u>Environment:</u> <ol style="list-style-type: none"> <li>Ensure energy saver office equipments.</li> <li>Reduce energy wastage.</li> <li>Practice paperless office.</li> </ol> |                |               |  |
| 4.Perform sale activities | <ol style="list-style-type: none"> <li>Customers welcoming               <ul style="list-style-type: none"> <li>Customers greeting</li> </ul> </li> <li>Sales items promotion               <ul style="list-style-type: none"> <li>Guide customers</li> <li>Offer buying assistance</li> </ul> </li> <li>Customers confidence building               <ul style="list-style-type: none"> <li>Product information</li> <li>Buying information offer</li> <li>Buying items suggestion.</li> </ul> </li> <li>Sales product promotion display card.               <ul style="list-style-type: none"> <li>Promotional product selection.</li> </ul> </li> </ol> |                |   | 31             | Lecture       | <ul style="list-style-type: none"> <li>Customers accepted, sales items promoted, customers guided, buying assistance accepted, customers confidence built, product information received , buying information accepted, and buying items</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|---|----------------|-----------------------------------|-------------------|------------------|--|
|                 | <ul style="list-style-type: none"> <li>• Promotional slogan development</li> <li>• Product promotion statement display card design</li> <li>• Sales product promotion display card colour scheme selection.</li> <li>• Sales product promotion display card generation.</li> <li>• Sales product promotion display card display.</li> </ul> <p>v. Sales documentation</p> <ul style="list-style-type: none"> <li>• Sales inventory record update.</li> <li>• Customer data file development</li> <li>• Customer data file update</li> </ul> <p>vi. Payment process.</p> <ul style="list-style-type: none"> <li>• Purchases totalling</li> <li>• Purchases totalling check</li> <li>• Cash payment</li> <li>• Credit card payment process</li> </ul> |                |                                   |                   |                  | <p>considered.</p> <ul style="list-style-type: none"> <li>• Sales product promotion display card design produced, promotional product ascertained, promotional slogan produced, product promotion statement display card design produced, sales product promotion display card colour scheme ascertained, sales product promotion display card produced and sales</li> </ul> |

| Work Activities | Related Knowledge   | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|---|--|---|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>• Payment receipt issuance.</li> </ul> vii. Clientele information notification. <ul style="list-style-type: none"> <li>• Preferred customer sales notice generation</li> <li>• Preferred customer sales notification.</li> </ul> |  |   |                   |                  | product promotion display card displayed.<br><br><ul style="list-style-type: none"> <li>• Sales documentation executed , sales inventory record updated, customer data file produced and customer data file updated.</li> </ul> |
|                 |   | i. Welcome customers<br>ii. Promote sales items<br>iii. Build customers confidence<br>iv. Design sales product promotion display card.<br>v. Conduct sales documentation<br>vi. Process payment<br>vii. Keeps clientele inform |   | 73                | Practical        | <ul style="list-style-type: none"> <li>• Payment process executed, totalling purchases and totalling check executed , cash payment received, credit card</li> </ul>   |
|                 |   |  | <u>Attitude:</u><br>i. Polite in welcoming customers<br>ii. Creative in promoting sales items |                   |                  |   |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|-------------------|----------------|---|-------------------|------------------|---|
|                 |                   |                | <ul style="list-style-type: none"> <li>iii. Responsible and responsive in building customers confidence</li> <li>iv. Creative in designing sales product promotion display card.</li> <li>v. Accurate in conducting sales documentation</li> <li>vi. Accurate in processing payment</li> <li>vii. Timely in keeping clientele informed</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> |                   |                  | <p>payment process executed, payment receipt received, clientele understood, preferred customer sales notice produced and preferred customer sales notice received.</p> |

| Work Activities                            | Related Knowledge  | Related Skills | Attitude/Safety/Environmental  | Training Hours | Delivery Mode | Assessment Criteria   |
|--|--|----------------|--|----------------|---------------|---|
|  |  |                | i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                |               |   |
| 5.Perform after sales services arrangement | i. After sales communication channel establishment <ul style="list-style-type: none"> <li>Disseminate customer service contact number</li> <li>Select Communication media.</li> </ul> ii. Customer feedback <ul style="list-style-type: none"> <li>Customer satisfaction survey</li> </ul> iii. Customer complaint handling<br>iv. Under warranty repair service arrangement.<br>v. Defective product replacement arrangement.<br>vi. Customers product replacement acceptance<br>vii. After sales service record. |                |  | 11             | Lecture       | <ul style="list-style-type: none"> <li>After sales communication channel produced, after sales service contact number circulated, communication media ascertained, customer feedback displayed and customer satisfaction survey executed .</li> <li>Customer complaint resolved,</li> </ul> |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|-----------------|-------------------|--|---|-------------------|------------------|--|
|                 |                   | i. Establish after sales communication channel<br>ii. Obtain customer feedback<br>iii. Handle customer complaint<br>iv. Arrange under warranty repair service.<br>v. Arrange defective product replacement<br>vi. Obtain customers product replacement acceptance<br>vii. Generate after sales service record. |   | 20                | Practical        | under warranty repair service and defective product replacement executed, customers product replacement acceptance displayed and after sales service record produced . |
|                 |                   |  | <u>Attitude:</u><br>i. Objective focused in establishing after sales communication channel<br>ii. Diplomacy in obtaining customer feedback<br>iii. Diplomacy in |                   |                  |  |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <p>handling customer complaint</p> <p>iv. Timely in arranging under warranty repair service.</p> <p>v. Timely in arranging defective product replacement</p> <p>vi. Responsible in obtaining customers product replacement acceptance</p> <p>vii. Accurate in generating after sales service record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> |                   |                  |                        |



| Work Activities                       | Related Knowledge   | Related Skills  | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|---------------------------------------|---|---|---|-------------------|------------------|---|
|                                       |   |   | <u>Environment:</u><br>i. Ensure energy saver office equipments.<br>ii. Reduce energy wastage.<br>iii. Practice paperless office. |                   |                  |   |
| 6. Perform sale activities evaluation | i. Sales activities evaluation objective determinants<br>ii. Sales key performance indicator.<br>iii. Sales performance measurement<br>iv. Sales performance gap analysis<br>v. Sales improvement strategy formulation<br>vi. Sales activities improvement plan development |   |   | 8                 | Lecture          | <ul style="list-style-type: none"> <li>Sales activities evaluation objective ascertained , sales key performance indicator ascertained , sales performance graded, sales performance gap interpreted , improvement strategy and sales improvement plan produced.</li> </ul> |
|                                       |   | i. Determine sales activities evaluation objective<br>ii. Identify sales key performance indicator. |   | 19                | Practical        |   |

| Work Activities | Related Knowledge | Related Skills   | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|--|---|-------------------|------------------|------------------------|
|                 |                   | iii. Measure sales performance<br>iv. Analyze sales performance gap.<br>v. Formulate improvement strategy<br>vi. Develop sales improvement plan. |   |                   |                  |                        |
|                 |                   |  | <u>Attitude:</u><br>i. Objective focused in determining sales activities evaluation objective<br>ii. Accurate in identifying sales key performance indicator.<br>iii. Objective focused in measuring sales performance<br>iv. Analytical in analyzing sales performance gap.<br>v. Objective focused in formulating improvement strategy<br>vi. Objective focused in developing sales |                   |                  |                        |

| Work Activities                                  | Related Knowledge  | Related Skills | Attitude/Safety/<br>Environmental   | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria   |
|--|--|----------------|---|-------------------|------------------|--|
|  |  |                | <p>improvement plan.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                   |                  |  |
| 7. Perform periodical sales record documentation | <ul style="list-style-type: none"> <li>i. Periodical sales record structure design</li> <li>ii. Daily sales record compilation</li> <li>iii. Sales inventory record</li> </ul> |                |   | 8                 | Lecture          | <ul style="list-style-type: none"> <li>• Periodical sales record structure design</li> </ul> |

| Work Activities | Related Knowledge  | Related Skills   | Attitude/Safety/<br>Environmental | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria  |
|-----------------|--|--|-----------------------------------|-------------------|------------------|---|
|                 | <ul style="list-style-type: none"> <li>iv. Statistical periodical sales record tabulation</li> <li>v. Periodical sales statistical analysis preparation</li> <li>vi. Sales issues identification.</li> <li>vii. Periodical sales record format utilization.</li> <li>viii. Periodical sales record generation</li> </ul> |  |                                   |                   |                  | <ul style="list-style-type: none"> <li>produced, daily sales record and sales inventory record bundled, statistical periodical sales record table</li> <li>produced, periodical sales statistical analysis</li> </ul> |
|                 |  | <ul style="list-style-type: none"> <li>i. Design periodical sales record structure</li> <li>ii. Compile daily sales record</li> <li>iii. Compile sales inventory record.</li> <li>iv. Tabulate statistical periodical sales record</li> <li>v. Prepare periodical sales statistical analysis.</li> <li>vi. Identify sales issues.</li> <li>vii. Utilize periodical sales record format.</li> <li>viii. Generate</li> </ul> |                                   | 12                | Practical        | <ul style="list-style-type: none"> <li>produced, sales issues ascertained , periodical sales record format used and periodical sales record produced .</li> </ul>   |

| Work Activities | Related Knowledge | Related Skills             | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------------------|--|-------------------|------------------|------------------------|
|                 |                   | periodical sales<br>record |  |                   |                  |                        |
|                 |                   |                            | <u>Attitude:</u><br>i. Creative in designing<br>periodical sales<br>record structure<br>ii. Meticulous in<br>compiling daily sales<br>record<br>iii. Meticulous in<br>compiling sales<br>inventory record.<br>iv. Accurate in tabulating<br>statistical periodical<br>sales record<br>v. Accurate in preparing<br>periodical sales<br>statistical analysis.<br>vi. Analytical in<br>identifying sales<br>issues.<br>vii. Faithful in utilizing<br>periodical sales<br>record format.<br>viii. Accurate in<br>generating periodical<br>sales record<br><br><u>Safety:</u><br>i. Ensure data safety. |                   |                  |                        |

| Work Activities | Related Knowledge | Related Skills | Attitude/Safety/<br>Environmental  | Training<br>Hours | Delivery<br>Mode | Assessment<br>Criteria |
|-----------------|-------------------|----------------|--|-------------------|------------------|------------------------|
|                 |                   |                | <ul style="list-style-type: none"> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul> |                   |                  |                        |

## Employability Skills

| Core Abilities  | Social Skills   |
|---|---|
| <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liaise to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p> | <ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol> |

## Tools, Equipment and Materials (TEM)

| Items   | Ratio (TEM: Trainee) |
|---|----------------------|
| 1. LCD Projector or other type of projector with white screen.            | 1:25                 |
| 2. Computer Set with words processing & Graphic software and spreadsheet. | 1:25                 |
| 3. Sample of raw data and draft of documents.                             | As required          |
| 4. Sales activities instruction (Sample)                                  | 1:1                  |
| 5. Sales activities plan (Sample)   | 1:1                  |
| 6. Sales activities requirement check list                                | As required          |
| 7. After sales service arrangement procedure and regulations (Sample)     | As required          |
| 8. Sales activities evaluation form (Sample)                              | As required          |
| 9. Sales record format (Sample)   |                      |
| 10. Customer database format (Sample)                                     |                      |
| 11. Video Camera (For role play and other training activities)            | As required          |
| 12. Photo camera (For field work exercise)                                | As required          |
| 13. Sales register (Sample)   | 1:25                 |
| 14. Inventory documents (Sample)  | 1:25                 |
|   | As required          |
|   | As required          |



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