



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

OFFICE ADMINISTRATION

LEVEL 6

PROGRAMME CODE: 04130654B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

First published 2018
Revised 2024
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FOREWORD

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

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the constitution and this resulted to the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 4 of 2016). A key feature of this policy is the radical change in the design and delivery of the TVET training.

This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programs.

These reforms demand that industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this curriculum was developed for the purpose of developing a competency based curriculum for office administration Management Level 6. This curriculum will also be the bases for assessment of an individual for competence certification.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the office administration sector's growth and sustainable development.

**PRINCIPAL SECRETARY
STATE DEPARTMENT FOR TVET
TRAINING, MINISTRY OF EDUCATION**

PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year

2030.” Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training

Act No. 29 of 2013 and the Sessional Paper No. 4 of

2016 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with office administration Sector Skills Advisory Committee (SSAC), German International Cooperation and Ministry of Agriculture, Livestock and Fisheries have developed this Curriculum for an office administration technical. This curriculum will be the basis for development of competency based curriculum for office administration management Level-6. This curriculum will also be the basis for assessment of an individual for competence certification.

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

CHAIRMAN, TVET CDACC

ACKNOWLEDGMENT

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

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

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

COUNCIL SECRETARY/CEO
TVET CDACC

ACRONYMS

BC	Basic Competency
CDACC	Curriculum Development, Assessment and Certification Council
CR	Core Competency
GIZ	German International Cooperation
HO	Office administration Sector
ICT	Information Communication Technology
KNQA	Kenya National Qualifications Authority
OS	Occupational Standards
OSHA	Occupation Safety and Health Act
OSHS	Occupation Safety and Health Standards
PPE	Personal Protective Equipment
SSAC	Sector Skills Advisory Committee
TVET	Technical and Vocational Education and Training

KEY TO UNIT CODE
BUS/CU/RA/BC/01/6/B

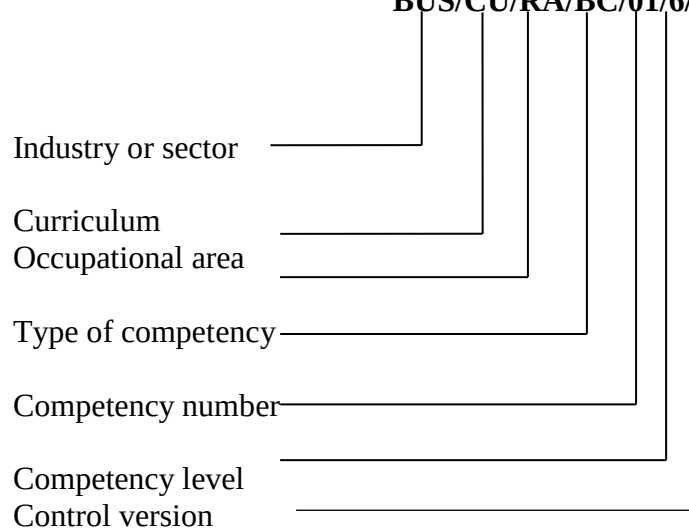


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OVERVIEW

Office administration level 6 qualification consists of competencies that an individual must have to manage an organization's office. It entails managing front office operations, managing office mail, coordinating official meeting and travel arrangement, managing petty cash, managing office security, managing telephone calls, processing office documents, and performing administrative duties.

Office administration level 6 qualification consists of the following basic, common and core units:

BASIC UNITS OF COMPETENCY

Unit Code	Unit Title	Duration in hours	Credit Factors
BUS/CU/OA/BC/01/6/B	Digital Literacy	80	8.0
BUS/CU/OA/BC/02/6/B	Communication Skills	40	4.0
BUS/CU/OA/BC/03/6/B	Work Ethics and Practices	50	5.0
BUS/CU/OA/BC/04/6/B	Entrepreneurial skills	60	6.0
Total		230	23.0

COMMON UNITS OF COMPETENCY

Unit Code	Unit Title	Duration in hours	Credit Factors
BUS/CU/OA/CC/01/6/B	Shorthand Skills	140	14.0
BUS/CU/OA/CC/02/6/B	ICT skills	140	14.0
Total		280	28.0

CORE UNITS OF COMPETENCY

Unit Code	Unit Title	Duration in hours	Credit Factors
BUS/CU/OA/CR/01/6/B	Front Office Operations	160	16.0
BUS/CU/OA/CR/02/6/B	Office Mail Management	130	13.0
BUS/CU/OA/CR/03/6/B	Office Documents Filling	150	15.0
BUS/CU/OA/CR/04/6/B	Official Meetings Co-Ordination	100	10.0
BUS/CU/OA/CR/05/6/B	Travel Arrangement Coordination	150	15.0
BUS/CU/OA/CR/06/6/B	Petty Cash Arrangement	150	15.0
BUS/CU/OA/CR/07/6/B	Office Security Management	140	14.0
BUS/CU/OA/CR/08/6/B	Telephone Calls Management	140	14.0
BUS/CU/OA/CR/09/6/B	Office Document Processing	140	14.0
BUS/CU/OA/CR/10/6/B	Office Administrative Units	150	15.0
	Industrial Attachment	480	48.0
Total		1890	189
Grand Total		2400	240.0

The total duration of the course is a minimum of **2400 Hours** and Attachment **480 Hours**.

Entry Requirements

An individual entering this course should have any of the following minimum requirements:

a) Kenya Certificate of Secondary Education (KCSE) Mean Grade C- (Minus)

OR

b) Craft Certificate in Office Administration or related course Level 5

OR

c) Equivalent qualifications as determined by Kenya National Qualifications Authority (KNQA)

Industrial Attachment

An individual enrolled in this course will be required to undergo Industrial attachment for a minimum period of 480 hours in a office administration set up.

Credit Accumulation, Transfer and Exemptions

TVET CDACC guidelines on credit accumulation, transfer and exemptions shall apply.

Assessment

The course shall be assessed formatively and summatively:

- a) During formative assessment all performance criteria shall be assessed based on performance criteria weighting.
- b) Summative assessment shall focus more on critical aspects of the Unit of competency.
- c) During summative assessment basic and common units shall be integrated or assessed concurrently with the core units.
- d) Formative and summative assessment weights shall constitute 60% and 40% of the overall score respectively.
- e) Theory and practical weight shall be 50:50
- f) For a candidate to be declared competent in a unit of competency, the candidate must meet the following conditions:
 - i) Obtained at least 40% in theory assessment in formative and summative assessments.
 - ii) Obtained at least 50% in practical assessment in formative and summative assessment where applicable.
 - iii) Obtained at least 50% in the weighted results between formative assessment and summative assessment where the former constitutes 60% and the latter 40% of the overall score.
- g) Assessment performance rating for each unit of competency shall be as follows:

MARKS	COMPETENCE RATING
80 -100	Mastery
65 - 79	Proficiency
50 - 64	Competent
49 and below	Not Yet Competent

Y	Assessment Malpractice/irregularities
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- h) Assessment for Recognition of Prior Learning (RPL) may lead to award of part and/or full qualification.

Certification

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To attain the Full Office Administration Level 6 certificate, the candidate must demonstrate competence in all the Units of Competency as given in the qualification pack.

These certificates will be issued by TVET CDACC.

BASIC UNITS OF COMPETENCY

DIGITAL LITERACY

UNIT CODE: BUS/CU/OA/BC/01/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Digital Literacy

Duration of Unit: 80 Hours

Unit Description

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, managing data and information, performing online communication and collaboration, applying cybersecurity skills and job entry techniques, and performing jobs online.

Summary of Learning Outcomes

1. Operate Computer Devices
2. Solve Tasks Using Office Suite
3. Manage Data and Information
4. Perform Online Communication and Collaborations
5. Apply Cybersecurity Skills
6. Perform Online Jobs
7. Apply job entry techniques.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Operate computer devices	● Meaning and importance of digital literacy ● Functions and Uses of Computers ● Classification of computers ● Components of a computer system ● Computer Hardware • The System Unit E.g. Motherboard, CPU, casing	● Observation ● Written assessment ● Oral assessment ● Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
	• Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices. • Output Devices e.g. hardcopy output and softcopy output • Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives • Computer Ports e.g. HDMI, DVI, VGA, USB type C etc. • Classification of computer software • Operating system functions • Procedure for turning/off a computer • Mouse use techniques • Keyboard Parts and Use Techniques • Desktop Customization • File and Files Management using an operating system • Computer Internet Connection Options • Mobile Networks/Data Plans • Wireless Hotspots • Cabled (Ethernet/Fiber)	

Learning Outcome	Content	Suggested Assessment Methods
	• Dial-Up • Satellite • Computer external devices management • Device connections • Device controls (volume controls and display properties)	
2. Solve tasks using Office suite	• Meaning and Importance of Word Processing • Examples of Word Processors • Working with word documents • Open and close word processor • Create a new document • Save a document • Switch between open documents • Enhancing productivity • Set basic options/preferences • Help resources • Use magnification/zoom tools • Display, hide built-in tool bar • Using navigation tools • Typing Text • Document editing (copy, cut, paste commands, spelling and Grammar check) • Document formatting • Formatting text	• Observation • Portfolio of Evidence • Project • Written assessment • Practical assessment • Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	• Formatting paragraph • Formatting styles • Alignment • Creating tables • Formatting tables • Graphical objects • Insert object (picture, drawn object) • Select an object • Edit an object • Format an object • Document Print setup • Page layout, • Margins set up • Orientation. • Word Document Printing • Meaning & Importance of electronic spreadsheets • Components of Spreadsheets • Application areas of spreadsheets • Using spreadsheet application • Parts of Excel screen: ribbon, formula bar, active cell, name box, column letter,row number, Quick Access Toolbar. • Cell Data Types • Block operations • Arithmetic operators (formula bar (-, +, *, /). • Cell Referencing • Data Manipulation	

Learning Outcome	Content	Suggested Assessment Methods
	• Using Functions (Sum, Average, SumIF, Count, Max, Max, IF, Rank, Product, mode etc) • Using Formulae • Sorting data • Filtering data • Visual representation using charts • Worksheet printing • Electronic Presentations • Meaning and Importance of electronic presentations • Examples of Presentation Software • Using the electronic presentation application • Parts of the PowerPoint screen (slide navigation pane, slide pane, notes, the ribbon, quick access toolbar, and scroll bars). • Open and close presentations • Creating Slides (Insert new slides, duplicate, or reuse slides.) • Text Management (insert, delete, copy, cut and paste, drag and drop, format, and use spell check). • Use magnification/zoom tools • Apply or change a theme.	

Learning Outcome	Content	Suggested Assessment Methods
	• Save a presentations • Switch between open presentations • Developing a presentation • Presentation views • Slides • Master slide • Text • Editing text • Formatting • Tables • Charts • Using charts • Organization charts • Graphical objects • Insert, manipulate • Drawings • Prepare outputs • Applying slide effects and transitions • Check and deliver • Spell check a presentation • Slide orientation • Slide shows, navigation • Print presentations (slides and handouts)	
3. Manage Data and Information	• Meaning of Data and information • Importance and Uses of data and information • Types of internet services	• Observation • Portfolio of Evidence • Project • Written

Learning Outcome	Content	Suggested Assessment Methods
	• Communication Services • Information Retrieval Services • File Transfer • World Wide Web Services • Web Services • Automatic Network Address Configuration • NewsGroup • Ecommerce • Types of Internet Access Applications • Web browsing concepts • Key concepts • Security and safety • Web browsing • Using the web browser • Tools and settings • Clearing Cache and cookies • URIs • Bookmarks • Web outputs • Web based information • Search • Critical evaluation of information • Copyright, data protection • Downloads Management • Performing Digital Data Backup (Online and Offline) • Emerging issues in internet	assessment • Practical assessment • Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
4. Perform online communication and collaboration	• Netiquette principles • Communication concepts • Online communities • Communication tools • Email concepts • Using email • Sending email • Receiving email • Tools and settings • Organizing email • Digital content copyright and licenses • Online collaboration tools • Online Storage (Google Drive) • Online productivity applications (Google Docs & Forms) • Online meetings (Google Meet/Zoom) • Online learning environments • Online calendars (Google Calendars) • Social networks (Facebook/Twitter - Settings & Privacy) • Preparation for online collaboration • Common setup features • Setup • Mobile collaboration • Key concepts	• Observation • Portfolio of Evidence • Project • Written assessment • Practical assessment • Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	- Using mobile devices - Applications - Synchronization	
5. Apply cybersecurity skills	- Data protection and privacy - Confidentiality of data/information - Integrity of data/information - Availability of data/information - Internet security threats - Malware attacks - Social engineering attacks - Distributed denial of service (DDoS) - Man-in-the-middle attack (MitM) - Password attacks - IoT Attacks - Phishing Attacks - Ransomware - Computer threats and crimes - Cybersecurity control measures - Physical Controls - Technical/Logical Controls (Passwords,PINs, Biometrics) - Operational Controls - Laws governing protection of ICT in Kenya - The Computer Misuse and Cybercrimes Act No. 5 of 2018	- Observation - Portfolio of Evidence - Project - Written assessment - Practical assessment - Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	The Data Protection Act No. 24 Of 2019	
6. Perform Online Jobs	- Introduction to online working - Types of online Jobs - Online job platforms - Remotask - Data annotation tech - Cloud worker - Upwork - Oneforma - Appen - Online account and profile management - Identifying online jobs/job bidding - Online digital identity - Executing online tasks - Management of online payment accounts.	- Observation - Portfolio of Evidence - Project - Written assessment - Practical assessment - Oral assessment
7. Apply job entry techniques	- Types of job opportunities - Self employment - Service provision - product development - salaried employment - Sources of job opportunities - Resume/ curriculum vitae - What is a CV - How long should a CV be - What to include in a AC - Format of CV	- Observation - Oral assessment - Portfolio of evidence - Third party report - Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	• How to write a good CV • Don'ts of writing a CV • Job application letter • What to include • Addressing a cover letter • Signing off a cover letter Portfolio of Evidence • Academic credentials • Letters of commendations • Certification of participations • Awards and decorations Interview skills • Listening skills • Grooming • Language command • Articulation of issues • Body language • Time management • Honesty • Generally knowledgeable in current affairs and technical area	

Suggested Methods Instruction

- Instructor-led facilitation using active learning strategies
- Demonstration by trainer
- Practical work by trainees
- Viewing of related videos
- Group discussions

- Project
- Role play
- Case study

Recommended Resources for 25 Trainees

- 25 computers with the following software:
 - Windows/Linux/Macintosh Operating System
 - Microsoft Office Software
 - Google Workspace Account
 - Antivirus Software
- 2 Printers
- Printing Papers
- External storage media
- 1 Projector
- 1 Whiteboard
- 1 Smartboard/Smart TV (Where applicable)
- Assorted whiteboard markers
- Internet connection
- 5 samples of CVs
- 5 samples of job applications

COMMUNICATION SKILLS

UNIT CODE: BUS/CU/OA/BC/02/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Duration of Unit: 40 hours

Unit Description

This unit covers the competencies required to apply communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

Summary of Learning Outcomes

1. Apply communication channels.
2. Apply written communication skills.
3. Apply non-verbal skills.
4. Apply oral communication skills.
5. Apply group communication skills.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	• Communication process • Principles of effective communication • Channels/medium/modes of communication • Factors to consider when selecting a channel of communication • Barriers to effective communication • Flow/patterns of communication • Sources of information • Organizational policies	• Oral questions • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
2. Apply written communication	• Types of written communication	• Oral assessment • Written assessment

Learning Outcome	Content	Suggested Assessment Methods
skills	• Elements of communication • Organization requirements for written communication	• Observation • Portfolio of Evidence • Practical assessment • Third party report
3. Apply non-verbal communication skills	• Utilize body language and gestures • Apply body posture • Apply workplace dressing code	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
4. Apply oral communication skills	• Types of oral communication pathways • Effective questioning techniques • Workplace etiquette • Active listening	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
5. Apply group discussion skills	• Establishing rapport • Facilitating resolution of issues • Developing action plans • Group organization techniques • Turn-taking techniques • Conflict resolution techniques • Team-work	• Oral assessemnt • Written assessment • Observation • Portfolio of Evidence • Practical assessment

Suggested Methods of Instruction

- Discussion
- Roleplaying
- Simulation
- Direct instruction

- Demonstration
- Field trips

Recommended Resources for 25 trainees

General Resources	Tools and Equipment	Materials and Supplies
• 25 Desktop computers/laptops	Mobile phones	Flashcards
• Internet connection		Flip charts
• 1 Projector • 1 Printer		2 packets of assorted colors of whiteboard marker pens
• 1 Whiteboard		Printing papers
• Report writing templates		

WORK ETHICS AND PRACTICES

UNIT CODE: BUS/CU/OA/BC/03/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply work ethics and practices.

Duration of Unit: 50 hours

Unit Description

This unit covers competencies required to demonstrate employability skills. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving, and promote customer care.

Summary of Learning Outcomes

1. Apply self-management skills
2. Promote ethical practices and values
3. Promote Teamwork
4. Maintain professional and personal development
5. Apply Problem-solving skills
6. Promote Customer care.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply self-management skills	● Self-awareness ● Formulating personal vision, mission, and goals ● Healthy lifestyle practices ● Strategies for overcoming work challenges ● Emotional intelligence Coping with Work Stress. Assertiveness versus aggressiveness and passiveness ● Developing and maintaining high self-esteem ● Developing and maintaining positive self-image	● Observation ● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Learning Outcome	Content	Suggested Assessment Methods
	- Time management - Setting performance targets - Monitoring and evaluating performance targets	
2. Promote ethical work practices and values	- Integrity - Core Values, ethics and beliefs - Patriotism - Professionalism - Organizational codes of conduct - Industry policies and procedures	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical
3. Promote Teamwork	Types of teams Team building Individual responsibilities in a team Determination of team roles and objectives Team parameters and relationships Benefits of teamwork Qualities of a team player Leading a team Team performance and evaluation Conflicts and conflict resolution Gender and diversity mainstreaming Developing Healthy workplace relationships Adaptability and flexibility Coaching and mentoring skills	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical
4. Maintain professional and personal development	- Personal vs professional development and growth - Avenues for professional growth - Recognizing career advancement - Training and career	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical

Learning Outcome	Content	Suggested Assessment Methods
	- opportunities - Assessing training needs - Mobilizing training resources - Licenses and certifications for professional growth and development - Pursuing personal and organizational goals - Managing work priorities and commitments - Dynamism and on-the-job learning	
5. Apply Problem-solving skills	- Causes of problems - Methods of solving problems - Problem-solving process - Decision making - Creative thinking and critical thinking process in development of innovative and practical solutions	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical
6. Promote Customer Care	- Identifying customer needs - Qualities of good customer service - Customer feedback methods - Resolving customer concerns - Customer outreach programs - Customer retention	- Observation - Written assessment - Oral assessment - Third party reports - Portfolio of evidence - Project - Practical

Suggested Methods of Instruction

- Instructor lead facilitation of theory using active learning strategies.
- Demonstrations
- Simulation/Role play
- Group Discussion
- Presentations
- Projects

- Case studies
- Assignments

Recommended Resources for 25 Trainees

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

ENTREPRENEURIAL SKILLS

UNIT CODE: BUS/CU/OA/BC/04/6/B

Relationship to occupational standards

This unit addresses the unit of competency: Apply Entrepreneurial skills.

Duration of unit: 60 hours

Unit Description:

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves demonstrating an understanding of financial literacy, applying entrepreneurial concepts identifying entrepreneurship opportunities, applying business legal aspects, and developing business innovative strategies and business plans.

Summary of Learning Outcomes

1. Apply financial literacy
2. Apply the entrepreneurial concept
3. Identify entrepreneurship opportunities
4. Apply business legal aspects
5. Innovate Business Strategies
6. Develop business plan

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply financial literacy	• Personal finance management • Balancing between needs and wants • Budget Preparation • Saving management • Factors to consider when deciding where to save • Debt management • Factors to consider before taking a loan • Investment decisions	• Observation • Project • Written assessment • Oral assessment • Third party report • Interviews

Learning Outcome	Content	Suggested Assessment Methods
	• Types of investments • Factors to consider when investing money • Insurance services • insurance products available in the market • Insurable risks	
2.Apply entrepreneurial concept	• Difference between Entrepreneurs and Business persons • Types of entrepreneurs • Ways of becoming an entrepreneur • Characteristics of Entrepreneurs • salaried employment and self-employment • Requirements for entry into self-employment • Roles of an Entrepreneur in an enterprise • Contributions of Entrepreneurship	• Observation • Project • Written assessment • Oral assessment • Third party report
3.Identify entrepreneurship opportunities	• Sources of business ideas • Factors to consider when evaluating business opportunity • Business life cycle	• Observation • Project • Written assessment • Oral assessment • Third party report
4.Apply business legal aspects	• Forms of business ownership • Business registration and licensing processing • Types of contracts and agreements • Employment laws • Taxation laws	• Observation • Project • Written assessment • Oral assessment • Third party report

Learning Outcome	Content	Suggested Assessment Methods
5. Innovate business Strategies	• Creativity in business • Innovative business strategies • Entrepreneurial Linkages • ICT in business growth and development	• Observation • Project • Written assessment • Oral assessment • Third party report
6. Develop Business Plan	• Business description • Marketing plan • Organizational/Management plan • Production/operation plan • Financial plan • Executive summary • Business plan presentation • Business idea incubation	• Observation • Written assessment • Project • Oral assessment • Third party report

Suggested Methods of Instruction

- Direct instruction with active learning strategies
- Project (Business plan)
- Case studies
- Field trips
- Group Discussions
- Demonstration
- Question and answer
- Problem solving
- Experiential
- Team training
- Guest speakers

Recommended Resources for 25 Trainees

- 5 Case studies
- 5 Business plan templates
- 10 Computers
- 1 Overhead projectors
- Internet
- Video clips

- 5 Newspapers and Handouts
- 5 Business Journals
- 25 sets of Writing materials

COMMON UNITS OF COMPETENCY

SHORTHAND SKILLS

UNIT CODE: BUS/CU/OA/CC/01/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Demonstrate Shorthand Skills

Duration of Unit: 140 hours

Unit Description

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

Summary of Learning Outcomes

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

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Consolidate shorthand and writing principles	• Straight strokes • Curved strokes • Corizontal strokes • First place vowels • Third place vowels • S circle: downward L • Stroke R • Diphthongs, triphones and diphones • Consonant H • ST,STR,SES & SWAY • Halving • R hook • N hook • WH • L hook	• Oral questions • Written tests • Practical test • Observation

	• F/V hook • SHUN hook • Compound consonants • Doubling • Prefixes, suffixes • &word endings	
2. Develop vocabulary extension	• Short forms • Phrases • Intersections	• Oral questions • Written tests • Practical test • Observation
3. Taking shorthand dictation	• Sentences • Correct outlines • Transcription techniques • Passages	• Oral questions • Written tests • Practical test • Observation
4. Transcribing shorthand notes	• Speed development • Speed reading • Transcribing back • Proofreading • Timed dictations	• Oral questions • Written tests • Practical test • Observation
5. Developing listening skills	• Error analysis • Proofreading • Evaluation	• Oral questions • Written tests • Practical test • Observation
6. Developing art skills	• Dictation • Transcription • Spelling • Proofreading	• Oral questions • Written tests • Practical test • Observation
7. Typing mailable work.	• Keyboarding • Seed development • Editing • Producing mailable work	• Oral questions • Written tests • Practical test • Observation

Suggested Methods of Delivery:

- Direct instruction
- Recorded passages
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Computer
- Pencil
- Shorthand note pad
- Printer
- Manual typewriter

ICT SKILLS

UNIT CODE: BUS/CU/OA/CC/02/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Demonstrate ICT skills

Duration of Unit: 140 hours

Unit Description

This unit covers the competencies required to demonstrate ICT skills. It involves introducing modern information and communication technology, introducing computer packages and operating systems, and introducing desktop publishing software and web page software application.

Summary of Learning Outcomes

1. Introduce modern information and communication technology
2. Introduce computer packages
3. Introduce operating systems
4. Introduce desktop publishing software
5. Introduce web page software application.

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Introduce modern information and communication technology	• Use this form of numbering • Impact of ICT in modern working environment. • Computer's main components/functions • Technologies used in modern working environment.	• Oral questions • Written tests • Practical test • Observation
2. Introduce computer packages	• Microsoft Word Loading • Microsoft Word basic environment and functions • Opening a new document in word, using manual controls, icons and menus • Microsoft Word for Windows • copying, saving and deleting files • Printing documents • Keyboard techniques • Correct position of hand on the Keyboard	• Oral questions • Written tests • Practical test • Observation

	• MS word Know how to • Striking keys • correctly • Develop of speed using 10 fingers. • Use of MS word main features in keyboarding: • Change and arrange • Paragraphs and heading using • Typing techniques. • Word-wrap and using enter. • Undo and copy - paste functions • Apply and adjust paragraphs, • Heading, spaces, fonts, size and • Colours in a word document. • Save document and close applications • Use of tables in MS word • Know how to • produce a table • Align, delete and merge • Columns and rows • Altering table format, fonts, • Borders and shadings • Saving work and closing • Application	
3. Introduce operating systems	• Concept of • software package • Microsoft Office for Windows: • Word Processor • Number and • data software • Visual aid • software • Image • presentation • software • Use of word • processing	• Oral questions • Written tests • Practical test • Observation

	• computer • application • Typing techniques and keyboarding. • MS Word commands • Menu bars • Creating a file and a folder • Use an input device to enter and • edit text accurately • Manipulating information	
4. Introduce desktop publishing Software	• Differences between Word Processors and Desktop Publishing (DTP) Software • Impact of using DTP in a modern office • Types of publications. • Principles of standard page layout and text properties using DTP software • Page size/orientation and margins Setting • Text areas/text frames creation • Set up column widths/spacing • Use of serif/sans serif Fonts • Use multiple font sizes • Key principles in Publications (colours, Sizes, fonts, lay- outs) • Application of accessibility principles in publications. • Means by which• Create new Publication • Save master Page/template • Save publication • Print composite	• Oral questions • Written tests • Practical test • Observation

	• Proof(s) • Close publication	
5. Introduce web page software application.	• Software to create, link and format simple web pages. • Identify and use of appropriate software correctly • Find MS Front • Methods for developing simple web pages. • Import and paste • Text and image files • Align page items • Use of 3 different • Font sizes • Change Background colour • Emphasise text • Edit text • Control text flow • Alignment of page items to the left, right and centre • E-mail hyperlinks • Link pages • Insert external links • Insert Email link • Test links • Insert link text • Retain original data • Formatting • Document management • techniques • Document • Save document • Print web pages • Print html source • Code • Close document • Publish web pages • on local and public search engines • Successful website design. • Emphasise the importance of • getting copyright • permission	• Oral questions • Written tests • Practical test • Observation

Suggested Methods of Delivery:

- Direct instruction
- Hand-outs
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Computer
- Stationery
- Printer
- Manual typewriter

CORE UNITS OF COMPETENCY

FRONT OFFICE OPERATIONS

UNIT CODE: BUS/CU/OA/CR/01/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Front Office Operations

Duration of Unit: 160 Hours

Unit Description

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

Summary of Learning Outcomes

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

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Handle organization visitors	• Types of organization • Organization structures • Types of customers • Office etiquette • Good grooming • Public and human relations • Time management • Stress management • Office protocol	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
2. Handle organization enquiries	• Types of communication systems • Methods of	• Observation • Written test • Demonstration • Practical

	- communication - Forms and channels of Communication - Departments in an organization - Importance of feedback - Feedback mechanisms	- assignment - Oral questioning
3. Maintain reception area	- Reception area landscaping - Reception area tidiness and cleanliness maintenance - Reception area ventilation and lighting maintenance - Office landscaping - Office layout - Signage - Reception area equipment	- Observation - Written test - Demonstration - Practical - assignment - Oral questioning
4. Maintain visitors register	- Importance of visitors register - Visitor details in a register - Visitors' register security - Visitors' register information - Confidentiality - Creating and updating visitors register	- Observation - Written test - Demonstration - Practical - assignment - Oral questioning
5. Entertain organization visitors	- Types of organization visitors - Types of entertainment resources - Entertainment resources acquisition and	- Observation - Written test - Demonstration - Practical - assignment - Oral questioning

	maintenance • Protocol and ethics in entertaining organization visitors	
6. Maintain reference materials	• Types of reference materials • Obtaining and maintenance of reference materials	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
7. Maintain internal directory	• Meaning of internal directory • Content of an internal directory • Internal directory creation, update and maintenance • Safeguarding internal directory	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
8. Maintain official diary	• Meaning of an official diary • Content of an official diary • Sources of information to be entered in the diary • Official diary acquisition • Analyzing and recording official diary information • Maintenance and harmonization of official diary information • Safeguarding official diary	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
9. Handle official appointments	• Types of appointments • Receiving, analyzing and confirming • Appointment needs • Booking	• Observation • Written test • Demonstration • Practical assignment • Oral questioning

	appointments • Handling visitors with appointments • Handling visitors without appointments • Appointment feedback	
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Suggested Methods of Instruction

- Projects
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Field trips

Recommended Resources

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

OFFICE MAIL MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/02/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Office Mail

Duration of Unit: 130 Hours

Unit Description

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

Summary of Learning Outcomes

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

Learning Outcomes, Content and Methods of Assessment

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

	• Security of incoming mail • Frequency of receiving mail	
2. Classify incoming mail	• Types of mail • Mail handling equipment • Opening incoming mail • Sorting incoming mail • Date-stamping incoming mail • Recording incoming mail	Observation Written test Demonstration Practical assignment Oral questioning
3. Distribute office mail	• Mail assessment • Responsibilities for handling different types of mail • Mail attachments • Handling mail that requires attention of more than one officer • Content confidentiality and integrity in distributing office mail	Observation Written test Demonstration Practical assignment Oral questioning
4. File incoming mail	• Classification systems for incoming mail • Creating incoming mail files • Folio assignment and indexing • Document handling • Mail filing equipment	Observation Written test Demonstration Practical assignment Oral questioning

5. Receive mail	outgoing	• Procedure for receiving outgoing mail • Integrity and confidentiality of outgoing mail • Processing of instructions on outgoing mail	Observation Written test Demonstration Practical assignment Oral questioning
6. Classify mail	outgoing	• Sorting outgoing mail • Importance of sorting • Outgoing mail attachments • Methods of dispatch	Observation Written test Demonstration Practical assignment Oral questioning
7. Record mail	outgoing	• Creation of outgoing mail register • Content of outgoing mail register • Maintenance of outgoing mail register • Mailing list maintenance • Producing and filing copies of outgoing mail • Recording outgoing mail	Observation Written test Demonstration Practical assignment Oral questioning
8. Dispatch mails	outgoing	• Services rendered by the Post Office • Courier services • Types of envelopes • Addressing envelopes • Mail attachments • Methods of dispatch • Weighing outgoing	Observation Written test Demonstration Practical assignment Oral questioning

	mail • Franking machine • Affixing postage stamp	
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Suggested Methods of Instruction

- Projects
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Field trips

Recommended Resource

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

OFFICE DOCUMENTS FILING

UNIT CODE: BUS/CU/OA/CR/03/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: File Office Documents

Duration of Unit: 150 Hours

Unit description

This unit describes the competencies required to file office documents. It involves indexing office files; receiving, sorting, recording and filing office documents as well as safeguarding office files.

Summary of Learning Outcomes

- 1 Index office files
- 2 Receive office documents
- 3 Sort office documents
- 4 Record office documents
- 5 File office documents
- 6 Safeguard office file

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Index office files	• Meaning of Indexing • Types of indexing • Importance of indexing • Content of a file index • Obtaining, labeling and indexing office files	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning
2. Receive office documents	• Types of office documents to be filed • Receiving office documents • Verifying office documents • Acknowledging office documents receipt	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning
3. Sort office documents	• Sorting procedure • Filing • Classification of office documents	• Observation • Project • Written test • Demonstration • Practical assignment

		• Interview • Oral questioning
4. Record office documents	• Creation of office document filing register • Content of office document filing register • Importance of office document filing register • Recording office documents • Maintenance of office document filing register	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning
5. File office documents	• Meaning of filing • Essentials of good filing system • Filing equipment • Centralized and decentralized filing • Meaning of registry • Functions of registry • Types of registries • Factors to consider when deciding type of registry • Duties of registry personnel • Filing • Assigning folio to documents	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning
6. Safeguard office files	• Stored document control • Storage systems • File transfer • Filing equipment/storage devices • Retrieval of files • File movement monitoring • Retention policy in organizations • Disposal of obsolete files	• Observation • Project • Written test • Demonstration • Practical assignment • Interview • Oral questioning

Suggested Methods of Instruction

- Projects
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Field trips

Recommended Resources

- Computers
- Filing equipment
- Internet connectivity
- Registers
- Stationery
- External storage devices

OFFICIAL MEETINGS COORDINATION

UNIT CODE: BUS/CU/OA/CR/04/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Coordinate Official Meetings

Duration of Unit: 100 hours

Unit Description

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

Summary of Learning Outcomes

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

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Prepare meeting invitations	• Meaning of meetings and conferences • Types of meetings and conferences • Ways of convening meetings and conferences • Chairman's agenda • Notice of a meeting • Meeting agenda • Meeting invitation letters • Feedback of confirmation and apologies	• Written • Oral
2. Prepare the meeting room	• Factors to consider when setting meeting room • Meeting room furniture and equipment • Meeting room arrangement • Meeting room labelling	• Observation • Written
3. Prepare reference materials	• Reference material identification • Preparation of reference material • Availing reference material • Circulation of previous	• Written • Observation

	meeting minutes	
4. Provide hospitality services	• Types of hospitality services • Hospitality service standards • Budgeting for hospitality service • Registration of participants	• Written • Observation
5. Take the minutes of the meeting	• Terminologies used in meetings • Types of minutes • How to take minutes • Transcribing minutes	• Written • Observation
6. Clear the meeting room	• Procedure of clearing meeting room • Importance of clearing meeting room • Importance of clearing meeting room	• Written • Observation
7. Prepare the minutes and action plan document	• Minutes processing • Circulation of minutes for action • Minutes filling	• Written • Observation

Suggested Methods of Instruction

- Projects
- Role play
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction

Recommended Resources

- Meeting equipment
- Filing equipment
- Internet connectivity
- Registers
- Stationery
- External storage device

TRAVEL ARRANGEMENT COORDINATION

UNIT CODE: BUS/CU/OA/CR/05/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Coordinate Travel Arrangement

Duration of unit: 150 Hours

Unit description:

This unit describes the competencies required to coordinate travel arrangement. It involves obtaining travel clearance, booking travel tickets, requesting travel imprest, obtaining travel documents and handling transport logistics.

Summary of Learning Outcomes

1. Obtain travel clearance
2. Book travel tickets
3. Request travel imprest
4. Obtain travel documents
5. Handle transport logistics
6. Prepare carry-on
7. Book officers' accommodation

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Obtain travel clearance	• Travel plan for local and international trips • Itinerary • Reservations • Arranging contacts • Weather conditions • Travel clearance forms • Legal framework in travel	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
2. Book travel tickets	• Acquiring travel tickets • Travel agents	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
3. Request travel	• Meaning of imprest	• Observation

imprest	• Imprest processing procedure • Operational and maintenance of imprest	• Written test • Demonstration • Practical assignment • Oral questioning
4. Travel documents	• Passport • Visas • Work tickets • Authority letter • Heath certificates • Insurance • Currency • Driving licence	• Written test • Demonstration • Practical assignment • Oral questioning
5. Handle transport logistics	• Assembling travel documents • Modes of transport • Modes of payment	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
6. Prepare carry-on	• Itinerary • preparation • Weather conditions and seasons in • different parts of the world • Adaptation to conditions e.g. clothing • Currencies of the world and exchange rate in relation to the local currency • Meeting documents	• Written tests • Practical assignment • Oral questioning • Demonstration
7. Book officers' accommodation	• Accommodation booking enquiries • Types of Accommodation facilities • Making of accommodation reservations • Details of accommodation	• Written tests • Oral questioning • Demonstration • Practical assignment

	reservations	
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Suggested Methods of Delivery

- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction

Recommended Resources

- Travel documents
- Internet connectivity
- Computers
- Stationery
- Directory
- Weather chart
- Maps
- Foreign exchange rates

PETTY CASH MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/06/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Petty Cash

Duration of Unit: 150 hours

Unit Description

This unit specifies the competencies required to manage petty cash. It covers budgeting office petty cash, requesting petty cash approval, coordinating office purchases, accounting for office petty cash and preparing petty cash reimbursement.

Summary of Learning Outcomes

1. Budget office petty cash
2. Request petty cash approval
3. Coordinate office purchases
4. Account for office petty cash
5. Prepare petty cash reimbursement

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
• Budget office petty cash	• Meaning of budget • Budget preparation • Petty cash and • Imprest procedure • Modes of payment	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
• Request petty cash approval	• Procedure for petty cash approval • Petty cash custody	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
• Coordinate office purchases	• Preparation of purchase list • Monitoring office purchases	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
• Account for office petty cash	• Preparation of petty cash • Supporting evidence for purchases	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
• Prepare petty cash	• Procedure for petty cash reimbursement	• Observation • Written test

reimbursement		• Demonstration • Practical assignment • Oral questioning
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Suggested Methods of Instruction

- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction

Recommended Resources

- Internet connectivity
- Computers
- Stationery
- Petty cash forms
- Calculators

OFFICE SECURITY MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/07/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Office Security

Duration of Unit: 140 hours

Unit Description

This unit describes the competencies required to manage office security. It involves safeguarding office records, office equipment, and office information, maintaining confidentiality and integrity of data and information, controlling office access and reporting security incidences

Summary of Learning Outcomes

1. Safeguard office records
2. Safeguard office equipment
3. Safeguard office data and information
4. Maintain confidentiality of data and information
5. Maintain integrity of data and information
6. Control office access
7. Report security incidences

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Safeguard office records	• Meaning of security • Importance of security on office records • Identification of office records • Security measures to protect office records	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
2. Safeguard office equipment	• Office equipment inventory • Maintenance of office equipment • Security measures to safeguard office equipment	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
3. Safeguard office data and information	• Classification of office information • Information access control • Office information storage	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
4. Maintain confidentiality and	• Data and information integrity • Data and information confidentiality • Ethical issues on confidentiality	• Observation • Written test • Demonstration

integrity of data and information	and integrity of data and information • Office data and information storage	• Practical assignment • Oral questioning
5. Control office access	• Office security risks • Office risk control measures	• Observation • Written test • Demonstration • Practical assignment • Oral questioning
6. Report security incidences	• Importance of recording security incidences • Procedure for reporting security incidences	• Observation • Written test • Demonstration • Practical assignment • Oral questioning

Suggested Methods of Delivery

- Demonstration by trainer
- Practice by the trainee
- Direct instruction
- Discussions

Recommended Resources

- Computers
- Stationery
- Diaries
- Visitors register

TELEPHONE CALLS MANAGEMENT

UNIT CODE: BUS/CU/OA/CR/O8/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Manage Telephone Calls

Duration of Unit: 140 hours

Unit Description

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

Summary of Learning Outcomes

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

Learning Outcomes, Content and Methods of Assessment

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

4. Maintain 5. Telephone equipment	• Types of telephone equipment • Maintenance of telephone equipment • Telephone positioning	• Written tests • Observation • Oral questioning • Third party report
6. Maintain calls register	• Importance of call register • Safeguarding calls register	• Written tests • Observation • Oral questioning • Third party

Suggested Methods of Instruction:

- Direct instruction
- Role play
- Case studies
- Field trips
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Telephone
- Switchboard
- Computers
- Stationery
- Diaries
- Visitors register

OFFICE DOCUMENT PROCESSING

UNIT CODE: BUS/CU/OA/CR/09/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Process Office Documents

Duration of Unit: 140 hours

Unit Description

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

Summary of Learning Outcomes

1. Interpret office instructions
2. Process office document
3. Conduct reprographic services

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Interpret office instructions	• Types of office documents to be processed • Format of preparing office documents • Proof-reading techniques	• Written tests • Observation • Oral questioning • Third party report
2. Process office document	• Paper sizes Margins • Formatting a document • Editing a document • Centring materials • Underscoring • Types of headings • Paragraphs • Punctuation • Use of tabs • Units of measurement	• Written tests • Observation • Oral questioning • Third party report
3. Conduct reprographer services	• Reprographic methods • Photocopying • printing • ink duplicating • off-set lithography • Factors to consider when choosing reprographic methods	• Written tests • Observation • Oral questions • Third party report

	• Maintenance of reprographic equipment	
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Suggested Methods of Instruction:

- Direct instruction
- Project
- Case studies
- Field trips
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Computers
- Stationery
- Reprographic equipment

OFFICE ADMINISTRATIVE DUTIES

UNIT CODE: BUS/CU/OA/CR/10/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Perform Office Administrative Duties

Duration of Unit: 150 hours

Unit Description

This unit covers the competencies required to perform office administrative duties. It involves controlling office supply and stationery, supervising administrative services, performing delegated duties, mentoring and coaching administrative services personnel.

Summary of Learning Outcomes

1. Control office supply and stationery
2. Supervise administrative services
3. Perform delegated duties
4. Mentor administrative services personnel
5. Coach administrative services personnel

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Control office supply and stationery	• Office materials and stationeries • Acquisition of office stationery and materials • Internal control systems for office materials and stationery • Safeguarding of office materials and stationery	• Written tests • Observation • Oral questioning • Third party
2. Supervise administrative services	• Administrative services in an organization • Administrative services tools and equipment • Administrative services personnel • Performance appraisal	• Written tests • Observation • Oral questions • Third party report

3. Perform delegated duties	• Principles of organization • Meaning of delegation • Benefits of delegation • Organization • Delegate • Superior • Disadvantages of	• Written tests • Observation • Oral questioning • Third party report
4. Mentor administrative services personnel	• Meaning of mentorship • Reasons for mentorship • Role of a mentor • Role of mentee • Monitoring and evaluation	• Written tests • Observation • Oral questioning • Third party report
5. Coach administrative services personnel	• Meaning of coaching • Methods of coaching • Purpose of coaching • Coaching process	• Written tests • Observation • Oral questioning • Third party report

Suggested Methods of Instruction:

- Direct instruction
- Role play
- Case studies
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Requisition forms
- Stationery

