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SATELLITE DISH INSTALLER



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COMPETENCY STANDARDS

National Vocational Certificate Level 1-4

Version 1 - October, 2019



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Introduction

In order to build the capacity of technical and vocational training institutes in Pakistan through provision of demand driven competencies-based trainings in Electronics sector the NAVTTC, and TEVT Sector Support Program (TSSP) have joined hands together to develop qualifications for Electronics sector. These qualifications will not only build the capacity of existing workers of this sector but also support the youth to acquire skills best fit for this sector. The benefits and impact of development of these qualifications will be on both demand and supply side.

Based upon this demand of industry these competency-based qualifications for Satellite Dish Installer are developed under National Vocational Qualification Framework (NVQF) (Level 1 to 4). The qualifications mainly cover competencies along with related knowledge and professional skills which are essential for getting a job or self-employed.

The qualifications are also in line with the vision of Pakistan's National Skills Strategy (NSS), National TVET Policy and National Vocational Qualification Framework (NVQF). This provides policy directions, support and an enabling environment to the public and private sectors to impart training for skills development to enhance social and economic profile. The National Vocational & Technical Training Commission (NAVTTTC) has approved the Qualification Development Committee (QDC). The QDC consists experts from the relevant industries from different geographical locations across Pakistan and academicians who were consulted during the development process to ensure input and ownership of all the stakeholders. The National Competency Standards could be used as a referral document for the development of curricula to be used by training institutions.

Detail of National Vocational Certificate Levels

The detail of the competency standards included in this qualifications are given below:

National Vocational Certificate level 1, in (Electronics Sector) “Satellite Dish Installer”

- Follow Work Health and Safety Policies
- Understand the Workplace Policies and Procedures
- Follow Basic Communication Skills
- Operate Computer Functions
- Demonstrate Basic Literacy Skills
- Maintain Tools and Equipment



National Vocational Certificate level 2, in (Electronics Sector) “Satellite Dish Installer”

- Maintain Personal Health and Safety
- Communicate the Workplace Policy and Procedure
- Perform Basic Communication
- Perform Basic Computer Application
- Develop Entrepreneurial Skills
- Demonstrate Basic Numeracy Skills
- Develop Basic Electrical/ Electronic Skills
- Perform Cable Connection
- Assemble Dish Antenna

National Vocational Certificate level 3, in (Electronics Sector) “Satellite Dish Installer”

- Apply Work Health and Safety Practices (WHS)
- Identify and Implement Workplace Policy and Procedures
- Communicate at Workplace
- Perform Computer Application Skills
- Manage Personal Finances
- Mount Dish for Uplink / Downlink
- Perform Tuning.
- Perform Troubleshooting
- Conduct Site Survey

National Vocational Certificate level 4, in (Electronics Sector) “Satellite Dish Installer”

- Contribute to Work Related Health and Safety (WHS) Initiatives
- Analyze and Develop Workplace Policy and Procedures
- Perform Advanced Communication
- Develop Advance Computer Application Skills
- Manage Human Resource Services
- Implement Network Security
- Plan Work



Purpose of the Qualification

The purpose of the training is to provide skilled manpower to improve the existing capacity of Electronics sector. This training will provide the requisite skills to the trainees to Install Satellite Dish. It will enable the participants to meet the challenges in the field of Satellite Dish industry. Further, to improve the skill level of the technician and prepare them for the Electronics industry to meet the market competition nationally and internationally.

The core purpose of this qualification is to produce employable Satellite Dish Installer who could Install Satellite Dish according to national and international standards. In addition this qualification will prepare unemployable youth to employee in this sector.

Main Objectives of the Qualification

The Satellite Dish Installer qualifications level 1- 4 consists of theoretical and practical details required to Install Satellite Dish in Electronics industries. The main objectives of the qualification are as follows:

- Follow Work Health and Safety Policies
- Understand the Workplace Policies and Procedures
- Follow Basic Communication Skills
- Operate Computer Functions
- Demonstrate Basic Literacy Skills
- Maintain Tools and Equipment
- Maintain Personal Health and Safety
- Communicate the Workplace Policy and Procedure
- Perform Basic Communication
- Perform Basic Computer Application
- Develop Entrepreneurial Skills
- Demonstrate Basic Numeracy Skills
- Develop Basic Electrical/ Electronic Skills
- Perform Cable Connection
- Assemble Dish Antenna
- Apply Work Health and Safety Practices (WHS)
- Identify and Implement Workplace Policy and Procedures
- Communicate at Workplace



- Perform Computer Application Skills
- Manage Personal Finances
- Mount Dish for Uplink / Downlink
- Perform Tuning
- Perform Troubleshooting
- Conduct Site Survey
- Contribute to Work Related Health and Safety (WHS) Initiatives
- Analyze and Develop Workplace Policy and Procedures
- Perform Advanced Communication
- Develop Advance Computer Application Skills
- Manage Human Resource Services
- Implement Network Security
- Plan Work

Date of Validation

The level 1-4 of National vocational qualification on Satellite Dish Installer has been validated by the Qualifications Development Committee (QDC) members on April 24-25, 2019 and will remain in currency until April 2022.

Codes of Qualifications

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification for Satellite Dish Installer level 1-4	
Code	Description
0619 ICT 05	National Vocational Certificate level 1, in (Electronics Sector) “ Satellite Dish Installer ”
0619 ICT 06	National Vocational Certificate level 2, in (Electronics Sector) “ Satellite Dish Installer ”
0619 ICT 07	National Vocational Certificate level 3, in (Electronics Sector) “ Satellite Dish Installer ”
0619 ICT 08	National Vocational Certificate level 4, in (Electronics Sector) “ Satellite Dish Installer ”



Members of Qualifications Development Committee

The following members participated in the qualifications development of this qualifications:

S#	Name	Designation	Organization
1	Mr. Muhammad Javed	Technician / Owner	Javed Electronics & Dish Center, Rawalpindi
2	Mr. Shaikh Nadeem Ahmed	Technician	Tec Vision, Islamabad
3	Mr. Azmat Hayat.	Technician	Shehzad Skylink, Islamabad.
4	Mr. Ajmal Shehzad	Technician	Shehzad Skylink, Islamabad.
5	Mr. Shah zab	Technician	Lucky Electronics, Rawalpindi.
6	Mr. Muhammad Bilal,	Technician	Sehgal Electronics, Rawalpindi
7	Adnan Khan	Dish Installer	Tec Vision, Islamabad
8	Engr. M. Hassan Manzoor,	Instructor	NISTE, Islamabad.
9	Mr. Muhammad Kamran Bhatti,	Senior Research Officer	National Institute of Electronics, Islamabad.
10	Engr. Danish Ali Mazhar,	Sr. Instructor.	GCT Taxila. PTEVTA Member.
11	Engr. Karim ullah	Assistant Professor	GCT Timergara. KP TEVTA Member
12	Dr. Muhammad Riaz	Assistant Professor	The University of Lahore, Islamabad
13	Engr. Inayat ur Rehman	OP Facilitator	Ex. KP-TEVTA Peshawar
14	Mr. Hamid Shah Khilji	OP Coordinator	PC. KP, GFA



Validation Committee

The following members participated in the validation of this qualifications:

S#	Name	Designation	Organization
1	Mr. Muhammad Javed	Technician / Owner	Javed Electronics & Dish Center, Rawalpindi
2	Mr. Salman Ali	Technician	Foxtel Fibers, Rawalpindi
3	Mr. Azmat Hayat.	Technician	Shehzad Skylink, Islamabad.
4	Mr. Ajmal Shehzad	Technician	Shehzad Skylink, Islamabad.
5	Mr. Shah zab	Technician	Lucky Electronics, Rawalpindi.
6	Mr. Sheraz	Technician	Lucky Electronics, Rawalpindi.
7	Mr. Waqar	Technician	Zee Electronics, Islamabad
8	Engr. M. Hassan Manzoor,	Instructor	NISTE, Islamabad.
9	Mr. Muhammad Kamran Bhatti,	Senior Research Officer	National Institute of Electronics, Islamabad.
10	Engr. Danish Ali Mazhar,	Sr. Instructor.	GCT Taxila. PTEVTA Member.
11	Mr. Muhammad Shiraz	Co-Facilitator	Shifa International Hospital, Islamabad
12	Dr. Muhammad Riaz	Assistant Professor	The University of Lahore, Islamabad
13	Engr. Inayat ur Rehman	OP Facilitator	Ex. KP-TEVTA Peshawar
14	Mr. Ayub Nasir	Regional Coordinator	GFA, Islamabad



Entry Requirements

The entry for National Vocational Certificate level 1-4, in (Electronics Sector) “Satellite Dish Installer” are given below:

Title	Entry requirements
National Vocational Certificate level 1, in (Electronics Sector) “Satellite Dish Installer”	Entry for assessment for this qualification is open. However, entry into formal training institutes, based on this qualification may require skills and knowledge equivalent to middle (Grade 8).
National Vocational Certificate level 2, in (Electronics Sector) “Satellite Dish Installer”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person holding National Vocational Certificate level 1, in (Electronics Sector) “Satellite Dish Installer”
National Vocational Certificate level 3, in (Electronics Sector) “Satellite Dish Installer”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person holding National Vocational Certificate level 2, in (Electronics Sector) “Satellite Dish Installer” or Middle with Hands on Experience
National Vocational Certificate level 4, in (Electronics Sector) “Satellite Dish Installer”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person holding National Vocational Certificate level 3, in (Electronics Sector) “Satellite Dish Installer” or GIII or Middle with on year of work experience



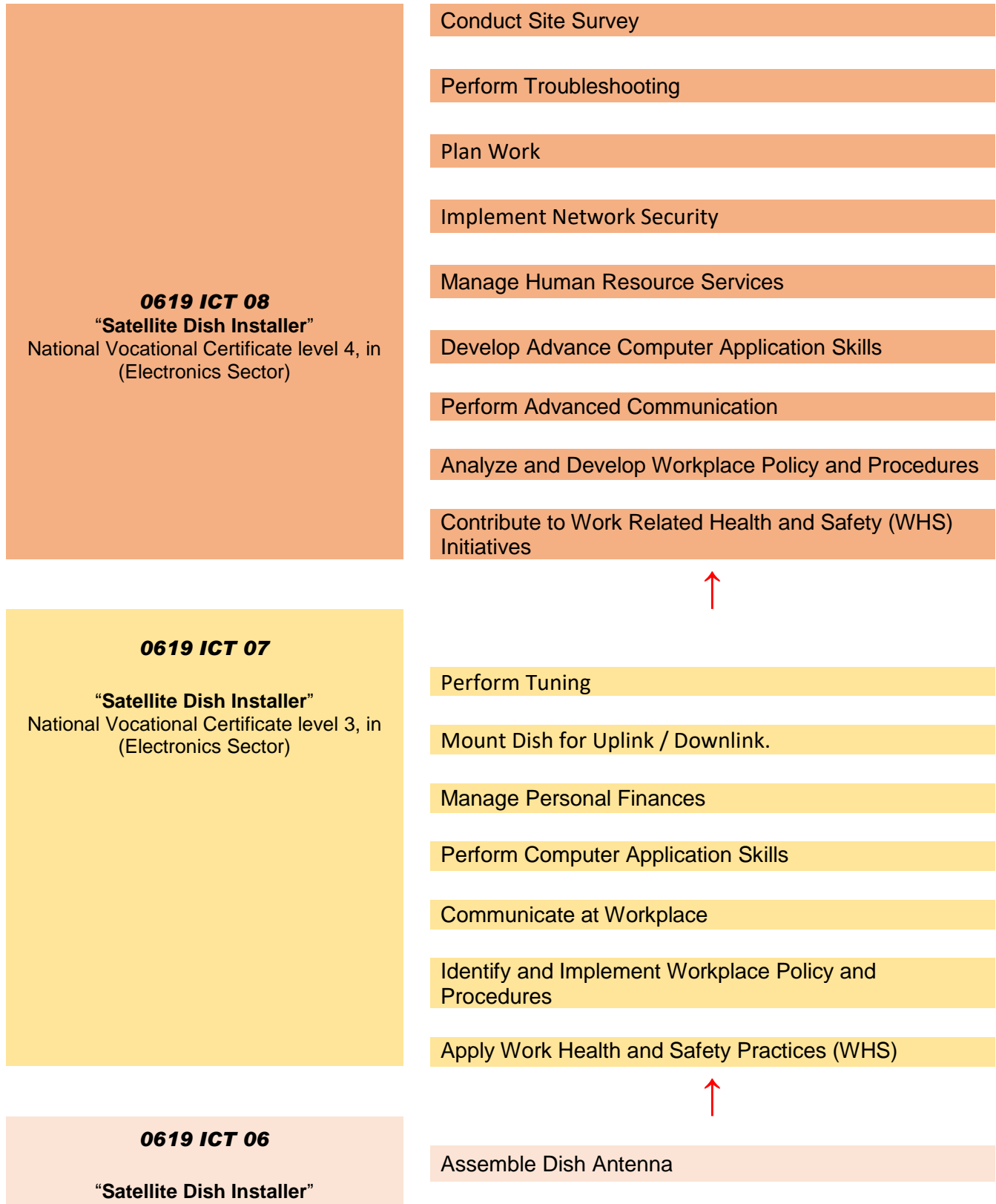
Categorization and Levelling of the Competency Standards

Code	Name of Duty or (Module)	Category	Level	Credit
102200843	Comply with Work Health and Safety Policies	Generic	1	3
041700838	Obeys the Workplace Policies and Procedures	Generic	1	2
001100850	Follow Basic Communication Skills (General)	Generic	1	5
061100855	Operate Computer Functions(General)	Generic	1	5
101200828	Demonstrate Basic Literacy Skills	Generic	1	05
0619001080	Maintain Tools and Equipment	Technical	1	15
102200844	Comply Personal Health and Safety Guidelines	Generic	2	3
041700839	Communicate the Workplace Policy and Procedure	Generic	2	2
001100851	Perform Basic Communication (Specific)	Generic	2	3
061100856	Perform Basic Computer Application (Specific)	Generic	2	4
101200831	Demonstrate Basic Numeracy Skills	Functional	2	02
0619001081	Develop Basic Electrical/ Electronic Skills	Technical	2	15
0619001082	Perform Cable Connection	Technical	2	10
0619001083	Assemble Dish Antenna	Technical	2	15
102200846	Apply Work Health and Safety Practices (WHS)	Generic	3	3
041700840	Identify and Implement Workplace Policy and Procedures	Generic	3	2
001100852	Communicate at Workplace	Generic	3	3
061100858	Perform Computer Application Skills	Generic	3	4
041300867	Manage Personal Finances	Generic	3	3
0619001084	Mount Dish for Uplink / Downlink	Technical	3	10
0619001085	Perform Tuning.	Technical	3	20
102200848	Contribute to Work Related Health and Safety (WHS) Initiatives	Generic	4	3
041700841	Analyze and Develop Workplace Policy and Procedures	Generic	4	3
001100853	Perform Advanced Communication	Generic	4	3
061100858	Develop Advance Computer Application Skills	Generic	4	4
041300869	Manage Human Resource Services	Generic	4	2
041300860	Develop Entrepreneurial Skills	Generic	4	3
0619001086	Implement Network Security	Technical	4	15
0619001087	Plan Work	Technical	4	5
0619001088	Perform Troubleshooting	Technical	3	15
0619001089	Conduct Site Survey	Technical	3	15



Packaging of Qualifications

The National Vocational Qualifications have been packaged as detailed below:





National Vocational Certificate level 2, in
(Electronics Sector)

Perform Cable Connection

Develop Basic Electrical / Electronic Skills

Demonstrate Basic Numeracy Skills

Perform Basic Computer Application (Specific)

Perform Basic Communication (Specific)

Communicate the Workplace Policy and Procedure

Maintain Personal Health and Safety Guidelines



Maintain Tools and Equipment

Develop Basic Literacy skills

Operate Computer Functions (General)

Follow Basic Communication Skills (General)

Obey the Workplace Policies and Procedures

Comply with Work Health and Safety Policies

0619 ICT 05

“Satellite Dish Installer”

National Vocational Certificate level 1, in
(Electronics Sector)



Detail of Competency Standards

102200843 Comply with Work Health and Safety Policies

Overview: This unit describes the performance outcomes, skills and knowledge required to apply general work health and safety requirements in the workplace. Communicate work and health safety assess at work place. It describes generic work health and safety responsibilities applicable to employees without managerial or supervisory responsibilities.

Competency Units	Performance Criteria
CU1. Work safely at work place	<p>P1. Identify relevant organizational safety policies and procedures</p> <p>P2. Categorize tools and equipment as per requirements</p> <p>P3. Maintain tools and equipment</p> <p>P4. Follow established safety procedures during work activities</p> <p>P5. Identify existing or potential safety issues to designated persons</p> <p>P6. Report work-related incidents and accidents to supervisor</p> <p>P7. Take necessary measures to minimizing risks</p>
CU2. Communicate work health and safety (WHS) assess at work place	<p>P1. Raise work health and safety issues with supervisor.</p> <p>P2. Contribute to workplace meetings and other consultative processes for work health and safety management at the workplace</p> <p>P3. Make suggestions for improving work health and safety practices</p>
CU3. Minimize risks to personal safety at work place	<p>P1. Identify situations that may endanger the personal safety</p> <p>P2. Document the incident regarding personal safety at work place</p> <p>P3. Eliminate workplace hazards regarding personal safety</p> <p>P4. Identify damaged items and equipment for personal safety</p> <p>P5. Notify supervisor regarding damaged items and</p>



	equipment for personal safety
CU4. Minimize risks to public safety	P1. Identify situations that may endanger the public safety P2. Document the incident at work sites P3. Eliminate workplace hazards at work sites P4. Identify damaged items and equipment related to public safety P5. Notify Situation that may endanger situation for safety measures.

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Identify the commonly used tools and equipment used at workplace.
- K2:** Rights and responsibilities of employers and employees
- K3:** Consultative processes to manage and monitor health and safety issues to enable active participation in maintaining a safe workplace
- K4:** State potential hazards in the workplace
- K5:** State commonly used hazard signs and safety symbols

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Identify health and safety policies to maintain and avoid any unwanted incident.



041700838 Obey the Workplace Policies and Procedures

Overview: This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
CU1. Obey the workplace personal appearance and hygiene	<p>P1. Wear suitable clothes for the workplace and respect local and cultural contexts</p> <p>P2. Meet specific company dress code requirements</p>
CU2. Follow work ethics	<p>P1. Follow company value/ ethics code/ conduct policies and guidelines</p> <p>P2. Use company resources in accordance with company ethical standards</p> <p>P3. Conduct personal behavior and relationships in accord with company policy & procedures</p> <p>P4. Demonstrate ethical behavior with co-workers</p> <p>P5. Report work incident situations or resolve accordingly</p>
CU3. Demonstrate the Work place behaviors	<p>P1. Practice the positive behavior</p> <p>P2. Avoid arguing</p> <p>P3. Adopt flexibility in behavior to accept the resistance</p>
CU4. Communicate workplace policy & procedures	<p>P1. Listen directions carefully</p> <p>P2. Ask relevant questions politely</p> <p>P3. Avoid to use abusive language/ expression</p> <p>P4. Respect co-workers and others</p>
CU5. Review the implementation of workplace policy & procedures	<p>P1. Ensure proper implementation of policies</p> <p>P2. Enlist the gaps for improvement</p> <p>P3. Follow the feedback, if any</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

K1: Rules, regulations and SOPs applicable to the organization

K2: Turnaround time to achieve target/goal.

K3: Operational hierarchal levels in an organization.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Follow work place policy personal appearances adopting company values/ ethics/ codes and broacher policies for ensuring work place SOP's



001100850 Follow Basic Communication Skills (General)

Overview: After successful completion of this module you will be able to listen attentively, develop non-verbal communication, and identify communication barriers, interview preparation for job and different communication platforms in the workplace and throughout your career.

This unit of competency is designed to manage the workers and other personnel that can help in improving work quality and quantity through basic communication skills

Competency Units	Performance Criteria
CU1. Adopt Effective listening to Skills	<p>P1. Listen attentively to others to improve communication skills</p> <p>P2. Avoid interrupting while listening others</p> <p>P3. Ask questions to ensure understanding</p> <p>P4. Receive and follow instructions as given by supervisor</p> <p>P5. Give the speaker regular feedback to communicate appropriately</p>
CU2. Develop Non-verbal communication with peers	<p>P1. Maintain eye contact to improve communication</p> <p>P2. Use facial expressions and gestures</p> <p>P3. Use Body language to communicate appropriately</p> <p>P4. Participate within Peers</p>
CU3. Prepare for Interview to get a job	<p>P1. Prepare yourself for interview to employer</p> <p>P2. Follow schedule according to the sequence of interview</p> <p>P3. Use communication techniques used while appearing in interview</p> <p>P4. Provide basic evidence of related skill</p> <p>P5. Respond appropriately to strong client emotional reactions</p>
CU4. Use communication platform at workplace	<p>P1. Convey message using different communication plate forms</p> <ul style="list-style-type: none"> • Face to face • Video chat • Phone calls/messages • Social Media



CU5. Identify communication barriers to improve interpersonal skills	P1. Identify communication barriers to improve communication skills with each other .i.e. <ul style="list-style-type: none">• Attitudinal barrier• Physical Barrier• Long differences• Conflicting information• Differing status, position /self-expression P2. Use strategies to overcome these barriers in the client-counsellor relationship
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Minimizing communication barriers
- K2:** Listening, and responding with an open mind in a more effective way.
- K3:** appropriate communication methods.
- K4:** verbal and non-verbal messages appropriately.
- K5:** Confidence building
- K6:** Body language
- K7:** Appropriate Voice tone
- K8:** Interpersonal skills
- K9:** listening Skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Find a job through social media resources
 1. Prepare yourself to appear in interview by following points:
 - Effective listening skills
 - Body language



- Work in groups of 3-5 members.
 1. Think of a situation when you tried to communicate with another person. Or when somebody tried to communicate with you, and it failed.
 2. Think about the problems or barriers that interfered with the communication.
 - List the reasons for failure identified by your group.

- Non-verbal communication

Have activity cards:

- Worried
- Happy
- Disappointed
- Laughing
- Annoying

Participants to draw one of the activity cards. Without speaking, communicate the feeling or emotion on the card to the rest of the group. Have one participant at time get up in front of the group.



061100855 Operate Computer Functions (General)

Overview: The competency Standard describe skills and knowledge required to setup a computer system, organize files in folders, and shutdown a computer system.

Competency Units	Performance Criteria
CU1. Set up the computer for use	P1. Identify physical components of computer P2. Identify peripheral devices of the computer P3. Connect all components of computer P4. Follow procedures to turn on the computer system
CU2. Organize files in folder	P1. Create folders/subfolders with suitable names P2. Save files in relevant folders. P3. Rename and move folders in different drives. P4. Move folders and files using drag and drop techniques P5. Save folders and files on different media P6. Search for folders/subfolders and files using appropriate tool bars P7. Delete Folder files P8. Restore deleted folder files
CU3. Shut down computer system	P1. Save any work to be retained P2. Close open application programs correctly P3. Shut down computer P4. Switch off any unused peripheral devices P5. Ensure computer safety

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Basic parts of a computer
- K2:** Definition of computer
- K3:** Definition of Drives
- K4:** enlist computer component



Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Switch on the computer
- Attach Computer component
- Switch on Peripheral devices
- Make a folder in any partition(drive) in hard disk
- Give name to the folder
- Save file in the folder
- delete the folder/File
- Shut down computer

The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments



101200828: Demonstrate Basic literacy skills

Overview: This module covers the skills and knowledge required to Apply basic Literacy skills like reading, writing and speaking.

Competency Units	Performance Criteria
CU1. Apply basic Literacy skills	P1. Apply basic reading skills P2. Apply basic writing skills P3. Apply speaking skills P4. Understanding of Alphabets P5. Preparation of words from Alphabets P6. Meanings of words P7. Preparation of sentences from words P8. Writing of simple sentences P9. Basic speaking skills

Knowledge and Understanding

The candidate must possess underpinning knowledge and understanding required to carry out tasks covered in this competency standard. Therefore, he/she must be able to:

- K1:** Recognize Alphabets
- K2:** Prepare words from Alphabets
- K3:** Learn Meanings of words
- K4:** Prepare sentences from words
- K5:** Write simple sentences
- K6:** Perform Basic speaking skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Read a text
- Write a text
- Speak



0619001080 Maintain Tools and Equipment

Overview: This competency standard covers the skills and knowledge required to Arrange Tools & Equipment, Maintain Tool Kit, Insulate Tools and Equipment, calibrate measuring instruments and Manage Inventory of tools and equipment.

Competency Units	Performance Criteria
CU1. Arrange Tools & Equipment	<p>P1. Identify tools and equipment as per given task.</p> <p>P2. Prepare list of tools and equipment as per requirement</p> <p>P3. Check specifications of measuring Instruments for given task/job</p> <p>P4. Collect tools and equipment from store as per requirement.</p>
CU2. Maintain Tool Kit	<p>P1. Check physical condition of tools & equipment as per given instructions/Manual</p> <p>P2. Perform preventive maintenance as per standards</p> <p>P3. Perform corrective maintenance (If required) as per standards</p> <p>P4. Clean Tools and equipment after use as per standards</p> <p>P5. Place tools and equipment at as per specified location.</p>
CU3. Insulate Tools and Equipment	<p>P1. Select insulated tools and equipment as per given job</p> <p>P2. Adopt insulated tools and equipment as per standards</p>
CU4. Calibrate measuring instruments	<p>P1. Check calibration status of the measuring tools as per instructions</p> <p>P2. Perform calibration of measuring tools as per standards</p> <p>P3. Record Calibration test results as per standards</p>
CU5. Manage Inventory of tools and equipment.	<p>P1. Check number of tools and equipment as per record</p> <p>P2. Report for faulty tools and equipment as per standards</p> <p>P3. Generate demand for defective tools and equipment as per instructions</p> <p>P4. Maintain record of all tools and equipment as per standards.</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Write Uses of different Tools & equipment.
- K2:** Describe Calibration techniques
- K3:** Write Importance of calibration
- K4:** Define Inventory Management

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare list of the required tools
- Calibrate measuring instruments
- Storing of tools and equipment at appropriate place
- Manage Inventory of tools and equipment.

Tools and Equipment

- Blower
- Chisel
- Drill bits
- Allen key set
- Files
- Glasses (goggles)
- Gloves
- Grip plier
- Hacksaw
- Hammers
- Marking punch
- Measuring tape



- Micrometers
- Nose plier
- Open spanner set
- Phase tester
- Plier
- Ring spanner set
- Scissors
- Screw driver set
- Screw wrench
- Side cutter
- Crimping Tool
- Solder iron
- Spanner box
- Steel roll/Steel wire
- Sucker
- Silicone Gun
- Spirit Level
- Electric Drill Machine
- Hand Grinding Machine
- Thimble plier
- Tongs (sunny)
- Vernier caliper
- Wire gauge
- Wire stripper
- Adjustable Wrench
- Satellite Finder
- Multi-meter
- Digital Compass
- Wire Tester
- LAN Tester
- Rivet Gun
- Emergency lamp
- Coaxial Cable Stripper
- Cable Compression Tool



102200844 Comply with Personal Health and Safety Guidelines

Overview: This Competency Standard identifies the competencies required to apply occupational Safety, health and Environmental protection at workplace according to the industry’s approved guidelines, procedures and interpret environmental rules/regulations. Trainee will be expected to identify and use Personal Protective Equipment (PPE) according to the work place requirements. The underpinning knowledge regarding Observing the Occupational Safety and Health (OSH) will be sufficient to provide the basis for the job at workplace.

Competency Units	Performance Criteria
<p>CU1. Identify Personal Hazards at Workplace</p>	<p>P1: Identify risk to personal health P2: Identify hygiene and safety at work place P3: Identify processes P4: Identify tools, equipment and consumable materials that have the potential to cause harm P5: Report, identified risk to Health, hygiene and safety to concerned</p>
<p>CU2. Apply Personal Protective and Safety Equipment (PPE)</p>	<p>P1: List the Personal Protective equipment P2: Select personal protective equipment in terms of type and quantity according to work orders. P3: Wear personal protective equipment according to job requirements. P4: Clean personal protective equipment P5: Stored Personal Protective equipments in proper place after use.</p>
<p>CU3. Comply with Occupational Safety and Health (OSH)</p>	<p>P1: Maintain cleanliness and hygiene as per organizational policy P2: Comply with Health, hygiene and safety precautions before starting work P3: Comply organizational Health, hygiene and safety guidelines during work P4: Deal with resolvable problems according to prescribed procedures P5: Report un resolvable problems to concerned</p>



	P6: Place the tools equipment etc at their prescribed place after completion of work
CU4. Dispose the hazardous Waste materials from the designated area.	P1: Identify hazardous waste materials which needs to be disposed off P2: Segregate hazardous or non-hazardous waste carefully from the designated area as per approved procedure P3: Use proper disposal hazardous containers for dispose-off hazardous waste as per procedure P4: Take necessary precautions like putting masks and gloves while disposing hazardous waste/ materials as per standard operating procedure

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Explain safety rules and regulations of organization
- K2:** List Personal protection and safety Equipment
- K3:** Describe meaning of Safety signs and symbols
- K4:** Demonstrate understanding of safety related Standard Operating Procedure/guidelines
- K5:** Describe waste disposal SOPs
- K6:** Explain best practices relating to clean and safe work environment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence (s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of maintaining personal health and hygiene practices. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environment.



041700839 Communicate the Workplace Policy and Procedure

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
CU1. Identify workplace communication procedures	P1. Identify organizational communication requirements and workplace procedures with assistance from relevant authority P2. Identify appropriate lines of communication with supervisors and colleagues. P3. Seek advice on the communication method/equipment most appropriate for the task
CU2. Communicate at workplace	P1. Use effective questioning, and active listening and speaking skills to gather and convey information P2. Use appropriate non-verbal behavior at all times P3. Encourage, acknowledge and act upon constructive feedback
CU3. Draft the Written Information	P1. Identify and comply with required range of written materials in accordance with organizational policy and procedures P2. Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes. P3. Ensure written information meets required standards of style, format and detail. P4. Seek assistance and/or feedback to aid communication skills development
CU4. Review the Documents	P1. Check draft for suitability of tone for audience, purpose, format and communication style P2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content. P3. Check draft for sequencing and structure



	<p>P4. Check draft to ensure it meets organizational requirements</p> <p>P5. Ensure draft is proofread, where appropriate, by supervisor or colleague</p>
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Knowledge and Understanding

- K1:** Key provisions of relevant regulations that may affect aspects of business operations, such as privacy laws
- K2:** Organizational policies, plans and procedures.
- K3:** Barriers to communication
- K4:** Communication model
- K5:** Verbal and written communication techniques

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.



001100851 Perform Basic Communication (Specific)

Overview: This unit describes the skills and knowledge required to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.

By the end of this program, learners will be able, to communicate more effectively and efficiently by: working in a team, follow supervisor’s instructions and develop generic communication work skills at workplace

Competency Units	Performance Criteria
CU1. Communicate in a team to achieve intended outcomes	<p>P1. Treat team members with respect</p> <p>P2. Maintain positive relationships to achieve common organizational goals</p> <p>P3. Get work related information from team</p> <p>P4. Identify interrelated work activities to avoid confusion</p> <p>P5. Adopt communication skills, which are designed in a team.</p> <p>P6. Identify problems in communication with a team</p> <p>P7. Resolve Communication barrier through discussion and mutual agreement</p>
CU2. Follow Supervisor’s instructions as per organizational SOPs	<p>P1. Receive the instructions from Supervisor</p> <p>P2. Carry out the instructions of the supervisor</p> <p>P3. Report to the supervisor as per organizational SOPs</p>
CU3. Develop Generic communication skills at workplace	<p>P1. Develop basic reading skills</p> <p>P2. Develop Basic writing Skills</p> <p>P3. Develop basic listening skills</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Basic Learn and understand Types of communication
- K2:** Basic Reading Skills



- K3:** Basic Writing skills
- K4:** Basic Verbal communication skills
- K5:** Basic Problem-solving skills
- K6:** Basic Self-Management Skills
- K7:** Basic Technology Skills
- K8:** Basic Interview Skills
- K9:** Basic Workplace dress code
- K10:** Basic The role of team members and functionality of the teams

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a list of appropriate communication skills with colleagues and supervisors



061100856 Perform Basic Computer Application (Specific)

Overview: This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
CU1. Create Word Documents	P1. Open word processing application P2. Create a word document P3. Customize page layout with relevant name setting P4. Set up page in a word document P5. Edit word document as required P6. Use simple formatting tools when creating the document P7. Save word document to directory P8. Insert table in a word document P9. Insert appropriate images into document as necessary P10. Insert header/footer in a word document P11. Insert section break in a word document P12. Set style in word document P13. Select basic Print settings P14. Print the document
CU2. Use internet for Browsing	P1. Use search engines to open website P2. Search data on different topics P3. Refine search to increase relevance of information or content P4. Navigate a website to access the information or content required



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describing formatting styles and their effect on formatting, readability and appearance of documents
- K2:** Outline purpose, use and function of word-processing software.
- K3:** Editing in MS Word
- K4:** Formatting in MS word
- K5:** Use of different search engines
- K6:** Use of different web pages

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the components of computer
- Follow organizational ergonomic work health and safety (WHS) requirements and practices
- Create, open and retrieve documents using customized basic settings
- Format documents by creating tables and adding text, objects and images
- Save and prints documents.
- Download data through web browser



101200831: Demonstrate Basic Numeracy Skills

Overview: This module covers the skills and knowledge required to Apply Basic Numeracy skills, Perform Measurement, perform basic mathematical calculations and Calculate Area and Volume of aggregate.

Competency Units	Performance Criteria
CU1. Apply basic Numeracy skills	<p>P1. Knowledge of basic principles of addition, subtraction, multiplication and division</p> <p>P2. Apply basic principles of addition</p> <p>P3. Apply basic principles of subtraction</p> <p>P4. Apply basic principles of multiplication</p> <p>P5. Apply basic principles of division</p>
CU2. Perform Measurement	<p>P1. Describe identification and working of measuring tools</p> <p>P2. Collect appropriate measuring tools</p> <p>P3. Identify inch foot and yard</p> <p>P4. Identify millimeter, centimeter and meter</p>
CU3. Perform basic mathematical calculations	<p>P1. Knowledge of Basic measuring units and its inter conversion</p> <p>P2. Perform addition</p> <p>P3. Perform subtraction</p> <p>P4. Perform multiplication</p> <p>P5. Perform division</p> <p>P6. Perform inter conversion of Measuring units</p> <p>P7. Record the results.</p>
CU4. Calculate Area and Volume of aggregate	<p>P1. Describe Area and Volume of materials</p> <p>P2. Calculate surface area</p> <p>P3. Calculate volume of materials</p>

Knowledge and Understanding

The candidate must possess underpinning knowledge and understanding required to carry out tasks covered in this competency standard. Therefore, he/she must be able to:

- K1:** Learn basic principles of addition, subtraction, multiplication and division
- K2:** Describe measuring tools
- K3:** Describe Basic measuring units and it's inter conversion.
- K4:** Calculate Area and Volume



Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform addition
- Perform subtraction
- Perform multiplication
- Perform division
- Record the results
- Inter convert measuring units
- Calculate Area and Volume



0619001081 Develop Basic Electrical / Electronic Skills

Overview: This Competency Standard covers the skills and knowledge required to lay Electrical cables, perform single-phase AC Connection, Perform DC Connection, perform basic electric wiring and conduct wiring test

Competency Unit	Performance Criteria
CU1. Lay Electrical cables	<p>P1. Interpret electrical drawing/document as per given drawing</p> <p>P2. Identify Electrical cables as per requirements</p> <p>P3. Lay Electrical cables as per requirements</p> <p>P4. Connect earthing as per given task</p>
CU2. Perform single-phase AC Connection	<p>P1. Select cable gauge as per given job</p> <p>P2. Select cables colors as per requirements</p> <p>P3. Select tools and equipment as per requirements</p> <p>P4. Connect cables as per given instructions</p> <p>P5. Insulate Joints as per require specification</p>
CU3. Perform DC Connection	<p>P1. Select cable gauge as per given job</p> <p>P2. Select tools and equipment as per requirements</p> <p>P3. Connect cables as per given instructions</p> <p>P4. Insulate Joints as per require specification</p>
CU4. Perform Basic Electrical wiring	<p>P1. Measure cables as per requirement</p> <p>P2. Connect cables as per requirement</p> <p>P3. Perform joints as per requirement</p> <p>P4. Insulate Joints as per requirement</p>
CU5. Conduct wiring Test	<p>P1. Operate multi-meter for voltage and current as per given load</p> <p>P2. Perform continuity test as per given job</p> <p>P3. Perform polarity test as per given job</p> <p>P4. Perform earthing test as per given job</p> <p>P5. Perform insulation test as per given job</p> <p>P6. Record test results as per given job</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define different Types of cables
- K2:** Describe Gauges of cables
- K3:** Describe Color of cables
- K4:** Define single phase connection
- K5:** Describe Types of joints
- K6:** Define conductor and insulator
- K7:** Describe Types of wiring
- K8:** Describe Types of connections
- K9:** Describe Types of wiring tests

Critical Evidence(s) Required

The candidates need to produce following critical evidence(s) in order to be competent in this competency standard:

- Gauges of Cables
- Color code of cables
- Single phase connection
- Types of wiring
- Types of connections

Tools and Equipment Required

The tools and equipment required for this competency standard are given below:

- Solder iron
- Chisel
- Steel roll/Steel wire
- Sucker
- Silicone Gun



- Glasses (goggles)
- Gloves
- Electric Drill Machine
- Hacksaw
- Hammers
- Vernier caliper
- Measuring tape
- Wire gauge
- Micrometers
- Wire stripper
- Nose plier
- Phase tester
- Multi-meter
- Insulated Plier
- Wire Tester
- LAN Tester
- Screw driver set
- Side cutter
- Coaxial Cable Stripper
- Crimping Tool
- Cable Compression Tool



0619001082 Perform Cable Connection

Overview: This competency standard covers the skills and knowledge required to Fix Splitter, Lay Coaxial Cables, Fix/Mount Diseqc Switch, Make Coaxial Cable Connections and Connect Input/ Output Cables

Competency Units	Performance Criteria
CU1. Fix Splitter	<p>P1. Select splitter as per requirement.</p> <p>P2. Make “IF” connecter with coaxial cable as per given job</p> <p>P3. Mount splitter with screw as required.</p> <p>P4. Connect in/out cable with splitter as per given task.</p>
CU2. Lay Coaxial Cables	<p>P1. Measure cables as per route</p> <p>P2. Select cable as per requirement</p> <p>P3. Perform ducting/piping as per requirement</p> <p>P4. Drill holes if required for given task</p> <p>P5. Lay cables as per standard.</p>
CU3. Fix/Mount Diseqc Switch	<p>P1. Select Diseqc switch as per requirement.</p> <p>P2. Make “IF” connecter with coaxial cable as per given task</p> <p>P3. Mount Diseqc switch with screw as per standard.</p> <p>P4. Connect in/out cable with Diseqc switch as per requirement.</p>
CU4. Make Coaxial Cable Connections	<p>P1. Make “IF” connecter with all coaxial cable as per given task.</p> <p>P2. Connect one end of cable with LNB/LNA as per given task.</p> <p>P3. Connect other end in the input of Diseqc switch/Splitter as per given task.</p> <p>P4. Connect one end of the cable at the output of Diseqc switch/Splitter as per given task.</p> <p>P5. Connect other end of the cable with input of given satellite receiver.</p>
CU5. Connect Input/ Output Cables	<p>P1. Select audio, video and HDMI cables as per standard</p> <p>P2. Identify input/output ports of Display unit and Receiver as per given task</p> <p>P3. Connect output of Receiver with input of Display unit as per given task</p> <p>P4. Connect power cables of Receiver and display unit with</p>



	power supply as per requirement
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define coaxial cable
- K2:** Describe types and gauges of coaxial cable
- K3:** Describe types of connectors
- K4:** Elaborate cabling procedure
- K5:** Describe display/power cables
- K6:** Describe standard length and gauge (i.e., RG6, RG7, RG11, line amplifier) of cables
- K7:** Define different types of switches
- K8:** Define different types of splitters
- K9:** Define different types and parts of the receiver

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make Cable Connections
- Connect Input/ Output Cables & Receivers

Tools and Equipment Required

- Steel roll/Steel wire
- Gloves
- Electric Drill Machine & required Drill Bits
- Grip plier
- Hacksaw
- Thimble plier
- Hammers
- Vernier caliper
- Measuring tape
- Wire gauge



- Micrometers
- Wire stripper
- Nose plier
- Phase tester
- Multi-meter
- Plier
- Wire Tester
- LAN Tester
- Screw driver set
- Side cutter
- Coaxial Cable Stripper
- Crimping Tool
- Cable Compression Tool



0619001083 Assemble Dish Antenna

Overview: This competency standard covers the skills and knowledge required to Assemble Dish Stand, Combine Dish Pieces, Install Actuator, Mount LNB Support Arm for Downlink and Mount LNA Support Arm for Uplink

Competency Units	Performance Criteria
CU1. Assemble Dish Stand	P1. Select tools and equipment as per requirement P2. Select dish stand as per size requirement P3. Identify parts of stand as per given task P4. Assemble stand of dish antenna as per drawing
CU2. Combine Dish Pieces	P1. Identify pieces of dish antenna as per given task P2. Follow sequence of dish pieces as per drawing P3. Assemble dish pieces as per sequence
CU3. Install Actuator.	P1. Identify horizontal/vertical actuators as per requirement P2. Adjust arc of actuator between North and South as per given task P3. Adjust arc of actuator between East and West as per given task P4. Install limit switches as per requirement
CU4. Mount LNB Support Arm for Downlink	P1. Identify LNB support arm for downlink as per given task P2. Mount LNB supports arm with satellite dish as per requirement P3. Fix feed-horn at the top of support arms as per standard P4. Fix LNB in feed-horn as per focal length P5. Fix dual feed-horn for C and Ku bands as per standard.
CU5. Mount LNA Support Arm for Uplink	P1. Identify LNA support arm for uplink as per given task. P2. Mount LNA supports arm with satellite dish as per standard. P3. Fix feed-horn at the top of support arms as per standard. P4. Fix LNA in feed-horn as per focal length P5. Connect LNA with transmitter through wave guide



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describe types and size of satellite dishes
- K2:** Describe different types of dish stand
- K3:** Elaborate assembling procedure of dish pieces
- K4:** Define Low Noise Block (LNB) and Low Noise Amplifier (LNA)
- K5:** Define function, types and size of actuators
- K6:** Define satellite frequency bands (C, Ku & Ka)
- K7:** Define the frequency Guide book

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Assemble Dish Stand
- Assemble Dish Pieces
- Install Actuator.
- Mount LNB Support Arm for Downlink
- Mount LNA Support Arm for Uplink

Tools and Equipment

- Screw driver set
- L-Key
- Socket set
- Drill Machine
- Hammer
- Pliers
- Hack saw
- Drill bits
- Measuring tape
- Spirit level
- Satellite finder
- Compass
- Multi-meter



102200846 Apply Work Health and Safety Practices (WHS)

Overview: This unit describes the skills to work with safety and participate in hazard assessment activities, follow emergency procedures and participate OHS practices in process.

Competency Units	Performance Criteria
<p>CU1. Implement safe work practices at work place</p>	<p>P1. Implement relevant rules and procedures of WHS at work place.</p> <p>P2. Comply with duty of care requirements</p> <p>P3. Use personal protective equipment according to safe work practices</p> <p>P4. Contribute to WHS consultative activities</p> <p>P5. Raise WHS issues with relevant personnel</p>
<p>CU2. Participate in hazard assessment activities a work place</p>	<p>P1. Identify hazards or WHS issues in the workplace to relevant personnel</p> <p>P2. Assess and control risks according to own level of responsibility, in line with workplace procedures</p> <p>P3. Report hazards or WHS issues in the workplace to relevant personnel</p> <p>P4. Document risk control actions as required</p>
<p>CU3. Follow emergency procedures at workplace</p>	<p>P1. Report emergencies or incidents promptly to relevant personnel</p> <p>P2. Deal with emergencies in line with own level of responsibility</p> <p>P3. Implement evacuation procedures as required</p>
<p>CU4. Participate in OHS consultative processes</p>	<p>P1. Contribute to workplace meetings, inspections or other consultative activities</p> <p>P2. Raise OHS (Occupational Health and Safety) issues with designated persons in accordance with organizational procedures</p> <p>P3. Take actions to eliminate workplace hazards or to reduce risks</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Outline the WHS rights and responsibilities that apply to own role
- K2:** Explain the term duty of care
- K3:** Describe typical health and safety roles in the workplace
- K4:** List and describe common safety signs and symbols
- K5:** Explain procedures for reporting hazards, risks, incidents and accidents
- K6:** Identify and describe common hazards and major causes of accidents relevant to the workplace
- K7:** Explain what the term risk control means
- K8:** List and describe potential emergency situations and how to respond to them

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Demonstrate evidences of the Health and safety Processes to avoid any incident.



041700840 Identify and Implement Workplace Policy and Procedures

Overview: This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
<p>CU1. Identify workplace policy & procedures</p>	<p>P1. Identify the workplace policy & procedures</p> <p>P2. Apply appropriate strategies that can be used to measure whether your workplace health and safety obligations are being met.</p> <p>P3. Assure the policies are realistic, resources and personnel to implement</p> <p>P4. Implement the policy & procedures that reflects the organizations commitments</p> <p>P5. Ensure the appropriate methods of implementation, outcomes and performance indicators</p>
<p>CU2. Implement workplace policy & procedures</p>	<p>P1. Apply and assign responsibility for recording systems to track continuous improvements in policy & procedures</p> <p>P2. Implement strategies for continuous improvement in effective and efficient information</p>
<p>CU3. Communicate workplace policy & procedures</p>	<p>P1. Communicate procedures to help implement workplace policy</p> <p>P2. Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities</p>
<p>CU4. Review the implementation of workplace policy & procedures</p>	<p>P1. Identify the trends that may require remedial actions</p> <p>P2. Record the trends that may require remedial actions.</p> <p>P3. Ensure policy and procedures as required are made for continuous improvement of performance</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Legislation, regulations and codes of practice applicable to the organization
- K2:** internal and external sources of information and organizational policy & procedures
- K3:** Typical barriers to implementing policies and procedures in an organization.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Identify evidences of the ability to implement work place policy and procedures. briefly identify work place procedures to avoid incident.



001100852 Communicate at Workplace

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
1. Communicate within the organization	<p>P1. Communicate within a department</p> <p>P2. Communicate with other departments.</p> <p>P3. Use various media to communicate effectively</p> <p>P4. Communicate orally and written</p>
2. Communicate outside the organization	<p>P1. Deal with vendors</p> <p>P2. Deal with clients/customers</p> <p>P3. Interact with other organisations</p> <p>P4. Use various media to communicate effectively</p> <p>P5. Work with people of different cultures / backgrounds</p>
3. Communicate effectively in workgroup	<p>P1. Assess the issues to provide relevant suggestion to group members</p> <p>P2. Resolve the issues/ problems /conflicts within the group</p> <p>P3. Arrange group working sessions to increase the level of participation in the group processes</p> <p>P4. Communicate messages to group members clearly to ensure interpretation is valid</p> <p>P5. Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices</p> <p>P6. Act upon constructive feedback</p>
4. Communicate in writing	<p>P1. Identify relevant procedures for written information</p> <p>P2. Use strategies to ensure correct communication in writing .i.e.</p> <ul style="list-style-type: none"> • correct composition • clarity • comprehensiveness • accuracy • appropriateness



	<p>P3. Draft assigned written information for approval, ensuring it is written within designated timeframes</p> <p>P4. Ensure written information meets required standards of style, format and detail</p> <p>P5. Seek assistance / feedback to aid communication skills development</p>
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Importance of intra and inter organizational communication
- K2:** Basics of business communication
- K3:** Defining Modes of communication
- K4:** Effective communication in workgroup
- K5:** Communicating through writing
- K6:** The importance of teamwork

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

In your current position, what types of written communication do you use most often? (List them all).



061100858 Perform Computer Application Skills

Overview: This unit describes the skills and knowledge required to use spreadsheet applications, prepare in page documents, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
<p>CU1. Prepare In-page documents as per required information</p>	<p>P1. Set keyboard preferences according to information requirements</p> <p>P2. Layout Page according to information requirements</p> <p>P3. Toggle between Languages</p> <p>P4. Identify the usage of tool bar</p> <p>P5. Insert Columns as per requirement</p> <p>P6. Print the document</p>
<p>CU2. Prepare Spreadsheets as per required information</p>	<p>P1. Create workbook according to information requirements</p> <p>P2. Insert sheet according to information requirements</p> <p>P3. Enter basic formulae / functions using cell referencing when required</p> <p>P4. Correct formulas when error messages occur</p> <p>P5. Use a range of common tools during spreadsheet development</p> <p>P6. Edit columns and rows within the spreadsheet Filter data</p> <p>P7. Save the spreadsheet to a folder on a storage device</p> <p>P8. Format spreadsheet using formatting features as required</p> <p>P9. Incorporate object and chart in spreadsheet</p> <p>P10. Print spreadsheet</p>
<p>CU3. Use MS Office as per required information</p>	<p>P1. Use Microsoft Word for documentation</p> <p>P2. Use Microsoft Excel for documentation</p> <p>P3. Use Microsoft PowerPoint for presentation</p> <p>P4. Perform OneNote</p> <p>P5. Perform Outlook for emails</p>



	P6. Perform Publisher applications
CU4. Perform computer graphics in basic applications	P1. Perform graphic fundamentals in basic applications P2. Draw Points and lines to make images P3. Draw Dots in space to make images P4. Draw lightening blot Shapes to make images P5. Enlarge circles and rectangles to block in forms
CU5. Create Email account for communications	P1. Make email account for communications P2. . Compose text of an email message according to organizational guidelines as required P3. Create an automatic signature for the user P4. Attach files to email message where required P5. Send email message P6. Reply to / forward a received message using available features P7. Save an attachment to the relevant folder P8. Save email message using available settings P9. Adjust email accounts to restrict and quarantine possible email security problems <ul style="list-style-type: none">• Print email message as per requirements

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology related to reading help files and prompts
- K2:** Explain the effect of formatting and appearance on the readability and usability of spreadsheets
- K3:** Outline log-in procedures relating to accessing a personal computer (PC)
- K4:** Describe the purpose, use and function of spreadsheet applications.
- K5:** Understand **MS Word** to create documents, flyers, publications
- K6:** Understand **MS PowerPoint** to create presentations



K7: Understand **MS Excel** to store, organize, and manipulate data

K8: Understand **OneNote** to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more

K9: Understand of **Publisher** to create extensive publications, posters, flyers, menus

K10: Understand **Outlook** to manage email and calendars, to do lists, and contacts

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create spreadsheets
- Customize basic settings
- Format spreadsheets
- Apply basic formulas
- Insert objects and charts in spreadsheets
- Save and print spreadsheets.



041300867 Manage Personal Finances

Overview: This unit of competency describes the outcomes required to manage develop, implement and monitor a personal budget in order to plan regular savings and manage debt effectively.

Competency Units	Performance Criteria
CU1. Develop a personal budget	<p>P1. Calculate current living expenses using available information to prepare a personal budget.</p> <p>P2. Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.</p> <p>P3. Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.</p> <p>P4. Find reasons for a deficit budget and ways to reduce expenditure identified.</p> <p>P5. Identify ways to increase income</p>
CU2. Develop long term personal budget	<p>P1. Analyze income and expenditure and set long term personal financial goals.</p> <p>P2. Develop a long-term budget based on the outcomes of short-term budgeting.</p> <p>P3. Identify obstacles that might affect the business</p> <p>P4. Formulate a regular savings plan based on budget</p>
CU3. Identify ways to maximize future finances	<p>P1. Determine sources to maximize personal income,</p> <p>P2. Get further education or training to maintain or improve future income.</p> <p>P3. Identify the need for debt to finance living and other expenses,</p> <p>P4. Determine the appropriate levels of debt and repayment.</p> <p>P5. Consolidate existing debt, where possible, to minimize interest costs and fees.</p> <p>P6. Seek professional money management services.</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the abilities to plan and organize to keep records and monitor a personal budget
- K2:** Describe abilities to set and review goals
- K3:** Explain basic financial management and record keeping to enable development and management of a personal budget
- K4:** Describe benefits of financial goal setting and personal budgeting to enable effective management of personal finances
- K5:** Outline numeracy skills to compare income and expenditure

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Demonstrates competency to provide evidence of the ability to manage personal finances. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.



0619001084 Mount Dish for Uplink / Downlink

Overview: This competency standard covers the skills and knowledge required to Fix Dish on Stand for Uplink / Downlink, Locate Foundation Place for Strong Signals, Conduct Signal Test for Downlink, Conduct Signal Test for Uplink, Conduct Positioning Test and Fix Dish Assembly Permanently

Competency Units	Performance Criteria
CU1. Fix Dish on Stand for Uplink / Downlink	<p>P1. Identify tools and equipment as per requirement.</p> <p>P2. Mount dish on dish stand as per requirement.</p> <p>P3. Join one end of actuator with stand as per requirement.</p> <p>P4. Connect other end of actuator with dish as per given task.</p>
CU2. Conduct General Signal Test for Uplink / Downlink	<p>P1. Ensure testing equipment as per requirement</p> <p>P2. Ensure obstruction-free surrounding as per given task</p> <p>P3. Identify East-West directions with compass as per given task</p> <p>P4. Set arc direction for 0°, 90°, 180° for revolving dish with satellite finder as per given task.</p> <p>P5. Adjust limit switches at 0° and 180° for revolving dish as per given task</p> <p>P6. Conduct Signal Test for Uplink/Downlink with Satellite Finder</p>
CU3. Locate appropriate Foundation Place	<p>P1. Identify leveled place for foundation as per requirement.</p> <p>P2. Ensure obstruction-free around the foundation place in case of revolving dish as per given task</p> <p>P3. Make leveled place for foundation if required for given task.</p>
CU4. Conduct Positioning Test	<p>P1. Place assembled dish antenna on the selected foundation as per standard.</p> <p>P2. Place non-revolving dish antenna as per requirement</p> <p>P3. Locate pointing angles at different degrees for revolving dish.</p>
CU5. Fix Dish Assembly Permanently	<p>P1. Identify tools and equipment as per requirement</p> <p>P2. Fix base of the dish stand with concrete as per requirement</p> <p>P3. Mount base of the dish stand with rawl bolt as per standard.</p> <p>P4. Perform signal confirmation test as per given task.</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define uplink and downlink
- K2:** Define azimuth and elevation angles
- K3:** Describe function of satellite finder/GPS
- K4:** Describe procedure for locating satellite

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Conduct General Signal Test for Uplink / Downlink
- Locate appropriate Foundation Place

Tools and Equipment

- Cable tester
- Screw driver set
- L-Key
- Socket set
- Electric Drill Machine
- Hammer
- Pliers
- Hack saw
- Drill bits
- Spirit level
- Satellite finder
- Compass
- Satellite Directional Chart



0619001085 Perform Tuning

Overview: This competency standard covers the skills and knowledge required to Select Input Mode for Display, Select Satellite in Receiver, Perform Antenna Setting in Receiver, Perform Scanning and Make Channels Groups

Competency Units	Performance Criteria
CU1. Select Input Mode for Display	<p>P1. Ensure power supply as per requirement.</p> <p>P2. Select display source (VGA, AV, HDMI, RF, Scart) as per input connection.</p>
CU2. Select Satellite in Receiver	<p>P1. Open main menu of the receiver as per given task.</p> <p>P2. Select installation mode as per given task.</p> <p>P3. Select required satellite for non-revolving dish as per given instructions.</p> <p>P4. Select different satellites for revolving dish as per given task.</p>
CU3. Perform Antenna Setting in Receiver	<p>P1. Open antenna setting as per requirement</p> <p>P2. Select LNB power on/off as per requirement</p> <p>P3. Select C-band/Ku-band frequencies as per requirement</p> <p>P4. Select Diseqc switch ports as per given task requirements.</p> <p>P5. Select tone/pulse switch as per specification.</p>
CU4. Perform Scanning	<p>P1. Perform transponder scanning as per requirement.</p> <p>P2. Perform scanning mode (manual, auto, blind, super blind, pre-set) as per given task.</p> <p>P3. Scan different satellites for revolving dish as per given task.</p> <p>P4. Save all settings as per requirement</p>
CU5. Make Channels Groups	<p>P1. Open channel setting as per requirement.</p> <p>P2. Open channels list as per requirement.</p> <p>P3. Perform setting options (Move, Delete, Rename, Favorite, Groups) as per requirement.</p> <p>P4. Save all settings as per requirement.</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define input and output sources of satellite receiver and TV
- K2:** Define different types of satellites
- K3:** Describe position of different satellites
- K4:** Define different types of frequency
- K5:** Describe frequency ranges for C and Ku bands

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Select Input Mode for Display
- Select Satellite in Receiver
- Perform Antenna Setting in Receiver
- Perform Scanning
- Make Groups of Channels

Tools and Equipment

- Satellite information manual (updated)
- Receiver user manual



102200848 Contribute to Work Related Health and Safety (WHS) Initiatives

Overview: This unit describes the skills and knowledge required to manage the identification, review, development, implementation and evaluation of effective participation and consultation processes as an integral part of managing work health and safety (WHS).

Competency Units	Performance Criteria
<p>CU1. Contribute to initiate work-related health and safety measures</p>	<p>P1. compile database on work-related health and safety</p> <p>P2. Identify measures that address legal obligations.</p> <p>P3. Consult with individuals/ parties to formulate measures and initiatives</p> <p>P4. Consult with individuals/parties to identify factors impacting on work-related health and safety</p> <p>P5. Participate in consultative meetings.</p>
<p>CU2. Contribute to establish work-related health and safety measures</p>	<p>P1. Assist in planning of work-related health and safety measures</p> <p>P2. Contribute to the development of work-related health and safety measures</p> <p>P3. Identify to implement work-related health and safety measures i.e.</p> <ul style="list-style-type: none"> • resourcing requirements, • timelines • responsibilities <p>P4. Assist to implement work-related health and safety measures and initiatives i.e.</p> <ul style="list-style-type: none"> • scheduling • liaison • administering resources • communication
<p>CU3. Contribute to ensure legal requirements of WHS measures</p>	<p>P1. Identify WHS legal requirements</p> <p>P2. Apply knowledge of all aspects of WHS measures to</p> <ul style="list-style-type: none"> • Consultation • workplace policies • participation processes <p>P3. Ensure, WHS measures are in accordance with legal</p>



	requirements
CU4. Contribute to review WHS measures	P1. Develop effective practices to review work-related health and safety measures P2. Assist individuals and parties related to WHS measures in following activities <ul style="list-style-type: none">• preparing reports• communicating review• evaluating outcomes
CU5. Evaluate the organization’s WHS system	P1. Assess ongoing compliance with OHS (Occupational Health and safety) P2. Take feedback from concerned persons regarding WHS measures. P3. Assess the overall effectiveness of WHS management practices P4. Assist the development process of WHS measures in following ways <ul style="list-style-type: none">• Suggest amendments• Document amendments• Implement amendments P5. Take feedback from concerned persons regarding WHS measures. P6. Communicate improvements in WHS Measures

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the application of relevant mandatory health monitoring, including biological monitoring, to help secure work health and safety
- K2:** Explain the difference between work-related health and safety measures and initiatives designed to meet specific legislative requirements and obligations, and those designed to support non-statutory health promotion programs, and give examples of each



- K3:** List factors that impact on work-related health and safety and their potential effects
- K4:** Identify internal and external sources of WHS information and data, and how to access them
- K5:** Outline organizational WHS and other relevant policies, procedures, processes and systems, including human resources
- K6:** Summarize relevant WHS legislation, other legislation (such as privacy and workers compensation) and common law rights and duties specific to work-related health and safety measures and initiatives
- K7:** Describe work-related health and safety measures and initiatives that either address specific legislative requirements and obligations, or support non-statutory health prevention programs, including:
 - The factors impacting on worker health and safety that they address
 - Effectiveness
 - Costs and benefits
 - Criteria for decisions regarding their implementation in a specific workplace
 - How they should be implemented.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to contribute work-related health and safety measures and initiatives. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.



041700841 Comply with Workplace Policy and Procedures

Overview: This unit describes the skills and knowledge required to implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
CU1. Manage work timeframes	<p>P1. Complete work tasks within deadlines in according to order of priority</p> <p>P2. Supervisors are informed of any delays in work times or projects</p>
CU2. Manage to convene meeting	<p>P1. Develop agenda in line with meeting purpose</p> <p>P2. Select participants and notify them accordingly</p> <p>P3. Carryout meeting arrangements according to the time</p> <p>P4. Record the minutes of the meeting</p>
CU3. Decision making at workplace	<p>P1.</p>
CU4. Set and meet own work priorities at instant	<p>P1. Take initiative to prioritize and facilitate competing demands to achieve organizational goals and objectives</p> <p>P2. Use technology efficiently and effectively to manage work priorities and commitments</p> <p>P3. Maintain appropriate work-life balance</p>
CU5. Develop and maintain professional competence	<p>P1. Assess personal knowledge and skills against competency</p> <p>P2. Participate in networks to enhance personal knowledge, skills and work relationships</p> <p>P3. Seek feedback from employees, clients and colleagues to develop and improve competence</p>



CU6. Follow and implement work safety requirements	P1. Identify and report emergency incidents P2. Practice organizational policy and procedures for responding to emergency incidents P3. Identify and implement workplace procedures and work instructions for controlling risks
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Healthy work life balance
- K2:** Meeting terminologies, structures and arrangements
- K3:** Relevant organizational procedures and policies regarding meetings, chairing and minutes.
- K4:** Barriers to implement policies and procedures in an organization and possible strategies to address them.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to understand workplace policy and procedures. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.



001100853 Perform Advanced Communication

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills used professionally. It covers plan and organise work and conduct trainings at workplace, along with demonstrating professional skills independently.

Competency Units	Performance Criteria
<p>CU1. Demonstrate professional skills</p>	<p>P1. Use different modes of communication to communicate</p> <ul style="list-style-type: none"> • Speaking • Reading • Writing • Listening • Presentation • visual representation etc <p>P2. Develop CV Skills according requirements</p> <p>P3. Upgrade professional skills by attending trainings, webinars, conferences etc.</p> <p>P4. Perform Continuous professional development as required at workplace</p> <p>P5. Develop interview skills</p>
<p>CU2. Plan and Organize work</p>	<p>P1. Identify task requirements.</p> <p>P2. Plan steps to complete tasks.</p> <p>P3. Review planning and organizing process.</p> <p>P4. Organize work.</p>
<p>CU3. Provide trainings at workplace</p>	<p>P1. Assess the need for training</p> <p>P2. Prepare trainees for the learning experience</p> <p>P3. Present training session</p> <p>P4. Support trainees in managing their own learning</p> <p>P5. Facilitate group learning</p> <p>P6. Provide opportunity for practice</p> <p>P7. Provide feedback on progress on trainees</p> <p>P8. Review delivery experience</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explaining the training skills
- K2:** Identification of the professional skills
- K3:** Describing the advanced language skills
- K4:** Understanding of the assessment and trainees feedback methods
- K5:** Direct and indirect communication methods
- K6:** Explaining the need of the training type at the work place

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Job sheet
- Office emails and coordination reports
- Feedback proforma



061100858 Develop Advance Computer Application Skills

Overview: This unit provides an overview of Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards, i.e. Data Entry, Power Point Presentation and managing data base and graphics for Design It applies to individuals employed in a range of work environments who need to be able to present a set range of data in a simple and direct forms

Competency Units	Performance Criteria
<p>CU1. Manage Information System to complete a task</p>	<p>P1. Perform Data Entry in MS office</p> <p>P2. Manage File/folder in MS office</p> <p>P3. Perform Scanning of document</p> <p>P4. Maintain Office Record in drives</p> <p>P5. Perform Printing of document</p> <p>P6. Search required Files/Folders</p> <p>P7. Convert Files in required format.</p> <p>P8. Manage sizes of Files/Folders</p> <ul style="list-style-type: none"> • Compress • Zip /unzip
<p>CU2. Prepare Presentation using computers</p>	<p>P1. Prepare presentation as per requirements, i.e.</p> <ul style="list-style-type: none"> • Open blank presentation and add text / graphics • Create a simple design for a presentation • Apply existing styles within a presentation • Use presentation template and slides to create a presentation • Use various tools to improve the look of the presentation • Save presentation to the appropriate storage device and folder with required name <p>P2. Customize basic settings to meet user requirements</p> <p>P3. Format presentation as require</p> <ul style="list-style-type: none"> • Develop organizational charts • Add objects and manipulate to meet presentation purposes • Modify slide layout, including text and colours, to meet



	<p>presentation requirements</p> <ul style="list-style-type: none">• Save presentation in another format• Save to storage device and close presentation <p>P4. Add slide show effect into presentation as required to enhance the presentation</p> <ul style="list-style-type: none">• Incorporate pre-set Animation• Apply Multimedia effects• Record Narration• Apply hyperlink• Apply video• Rehearse Timings• Test presentation for overall effect <p>P5. Print the presentation</p> <ul style="list-style-type: none">• Select appropriate print format for presentation• Select preferred slide orientation• Add notes and slide numbers• Preview slides and run spell check before presentation• Print selected slides and submit presentation to appropriate person for feedback <p>P6. Practice verbal presentation</p> <p>P7. Practice presentation through AV Aids</p>
<p>CU3. Use Microsoft Access to manage database</p>	<p>P1. Collect the data using a standard data base package.</p> <p>P2. Start access to manage database .i.e.</p> <ul style="list-style-type: none">• identify problem statement of Data• Develop a table with fields /attributes according to database usage/ user requirements• Create a primary key and establish an index for each table• Modify table layout and field attributes as required• Create a relationship between the two tables• Add data in a table according to information requirements• Add records as required• delete records as required



	<ul style="list-style-type: none"> • Save database to storage area • close down database to storage area • Apply criteria in the following Query • SQL view of Query • Wildcards of query • Query Criteria <p>P3. Customize basic settings:</p> <ul style="list-style-type: none"> • Adjust page layout to meet user requirements • Open and view different toolbars • Format font as appropriate for the purpose of the database entries • Create reports • Design reports to present data in a logical sequence • Modify reports to include or exclude additional requirements • Distribute reports to appropriate person in a suitable format <p>P4. Create forms</p> <ul style="list-style-type: none"> • Use a wizard to create a simple form • Open existing database and modify records through a simple form • Rearrange objects within the form to accommodate information requirements
<p>CU4. Develop graphics for Design</p>	<p>P1. Develop graphic design concepts based on a thorough understanding of the communication need</p> <p>P2. Use design techniques confidently to produce designs</p> <p>P3. Integrate design tools skillfully to produce designs</p> <p>P4. Evaluate the success of completed designs to meet objectives</p> <p>P5. evaluate feedback from client / peers</p>



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology to read help files and prompts
- K2:** Outline the different types of formal and informal presentations
- K3:** Explain Power point presentation
- K4:** Segregation of Data
- K5:** Define the relation among data
- K6:** Define criteria in the query
- K7:** Creates and modify reports and forms.
- K8:** Outline basic database design principles
- K9:** Current graphic design software
- K10:** Discuss features of current and emerging technologies used in graphic design practice and the options they present for effective graphic design solution

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Design and develop a simple database using a standard database package
- Create, format and prepare presentations for distribution and display
- Customize basic settings
- Add slide show effects.
- Generate employment report from given data by using Microsoft Access.

041300869 Manage Human Resource Services

Overview: This unit describes the skills and knowledge required to plan, manage and evaluate delivery of human resource services, integrating business ethics. It applies to individuals with responsibility for coordinating a range of human resource services across an organization. They may have staff reporting to them.



Competency Units	Performance Criteria
<p>CU1. Determine strategies for delivery of human resource services</p>	<p>P1. Analyze business strategy and operational plans to determine human resource requirements</p> <p>P2. Review external business environment that likely impact on organization’s human resource requirements</p> <p>P3. Consult line and senior managers to identify human resource needs in their areas</p> <p>P4. Review organization’s requirements for diversity in the workforce</p> <p>P5. Deliver human resource services that comply with business goals</p> <p>P6. Develop strategic action plan for delivery of human resource services</p> <p>P7. Develop roles and responsibilities of human resource team</p> <p>P8. Develop quality assurance policy</p>
<p>CU2. Manage the delivery of human resource services</p>	<p>P1. Communicate human resource strategies and services to internal and external stakeholders</p> <p>P2. Develop and negotiate service agreements between</p> <ul style="list-style-type: none"> • The human resource team, • Service providers • Client groups <p>P3. Document service specifications, performance standards and timeframes</p> <p>P4. Document /communicate service</p> <ul style="list-style-type: none"> • Specifications, • Performance standards • Timeframes <p>P5. Monitor Quality assurance processes</p> <p>P6. Ensure that services are delivered by appropriate providers, according to service agreements and operational plans</p> <p>P7. Identify underperformance of human resource team or service providers</p>



CU3. Evaluate human resource service delivery	P1. Establish Management information system for human resource services P2. Conduct survey to determine level of satisfaction P3. Analyze feedback of survey P4. Recommend changes to service delivery P5. Support agreed change processes across the organization
CU4. Manage integration of business ethics in human resource practices	P1. Ensure ethics in personal behavior P2. Ensure code of conduct is observed across the organization, P3. Observe confidentiality requirements in dealing with all human resource information P4. Deal promptly with unethical behavior P5. Ensure all persons responsible for human resource functions understand requirements regarding their ethical behavior

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Identify the key provisions of legal and compliance requirements that apply to managing human resources
- K2:** Summarize the organization’s code of conduct
- K3:** Explain human resource strategies and planning processes and their relationship to business and operational plans
- K4:** Describe performance and contract management
- K5:** Explain how feedback is used to modify the delivery of human resources.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to manage human resource services. The evidence should integrate



employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Performance requirements

This competency is to be assessed using standard and authorized work practices, safety requirements and environmental constraints. Demonstrated evidence is required of the ability to:

- Plan and manage human resource delivery within legislative, organizational and business ethics frameworks
- Communicate effectively with a range of senior personnel
- Identify and arrange training support where appropriate
- Calculate human resource return on investment within the organization.



041300860 Develop Entrepreneurial Skills

Overview: This Competency Standard identifies the competencies required to develop entrepreneurial skills, in accordance with the organization’s approved guidelines and procedures. You will be expected to develop a business plan, collect information regarding funding sources, develop a marketing plan and develop basic business communication skills. Your underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>CU1. Develop a business plan</p>	<p>P1. Conduct a market survey to collect following information</p> <ul style="list-style-type: none"> • Customer /demand • Tools, equipment, machinery and furniture with rates • Raw material • Supplier • Credit / funding sources • Marketing strategy • Market trends • Overall expenses • Profit margin <p>P2. Select the best option in terms of cost, service, quality, sales, profit margin, overall expenses</p> <p>P3. Compile the information collected through the market survey, in the business plan format</p>
<p>CU2. Collect information regarding funding sources</p>	<p>P1. Identify the available funding sources based on their terms and conditions, maximum loan limit, payback time, interest rate</p> <p>P2. Choose the best available option according to investment requirement</p> <p>P3. Prepare documents according to the loan agreement requirement</p> <p>P4. Include the information of funding sources in the business plan</p>
<p>CU3. Develop a marketing plan</p>	<p>P1. Make a marketing plan for the business including product, price, placement, promotion, people, packaging and positioning</p>



	P2. Include the information of marketing plan in the business plan
CU4. Develop basic business communication skills	P1. Communicate with internal customers e.g.: labor, partners and external customers e.g. suppliers, customers etc., using effective communication skills P2. Use different modes of communication to communicate internally and externally e.g.: presentation, speaking, writing, listening, visual representation, reading etc. P3. Use specific business terms used in the market

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the 7ps of marketing including product, price, placement, promotion, people, packaging and positioning
- K2:** Describe 7Cs of business communication
- K3:** Define different modes of communication and their application in the industry
- K4:** Enlist specific business terms used in the industry
- K5:** Enlist the available funding sources
- K6:** Explain how to get loan to start a new business
- K7:** Explain market survey and its tools e.g. questionnaire, interview, observation etc.
- K8:** Describe the market trends for specific product offering
- K9:** State the main elements of business plan
- K10:** Explain how to fill the business plan format



Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop Entrepreneurial Skills.

Performance requirements

- Conduct market survey and formulate business plans in terms of feasibility, investment potential, risk, and completeness.
- Demonstrate the use of both verbal and non-verbal business communication.
- Effectively present business ideas and profile



0619001086 Implement Network Security

Overview: This competency standard covers the skills and knowledge required to Develop Network Server, Connect Receiver with Network, Provide Scrambled Services, Apply Parental Lock and Follow Security Protocols as per Govt. Policies

Competency Units	Performance Criteria
CU1. Develop Network Server	P1. Connect one dish with multiple receivers as per given task P2. Connect multiple dishes with one receiver according to the standard. P3. Connect one receiver with multiple displays as per standard. P4. Connect multiple satellite receivers with multiple dishes as per standard rules.
CU2. Connect Receiver with Network	P1. Connect satellite receiver with internet through Wi-Fi or Ethernet cable as per instructions. P2. Connect receiver with multiple displays through video transmitter as per required specification. P3. Connect video transmitter with UHF/VHF antenna as per given task.
CU3. Provide Scrambled Services	P1. Connect satellite receiver with server as per given task. P2. Open receiver main menu as per manual. P3. Select desired CAM for given task. P4. Insert card in the socket to descramble as per given task.
CU4. Apply Parental Lock	P1. Open receiver main menu as per manual. P2. Select channel edit option as per given instructions. P3. Select parental lock option as per given instructions. P4. Change the default password as required. P5. Add channels in the parental lock as per given instructions.
CU5. Follow Security Protocols as per Govt. Policies	P1. Interpret government policy as per security protocols P2. Follow cyber rules and regulations for given task.



Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define different types of networks
- K2:** Define different types of network media
- K3:** Define different types of servers
- K4:** Describe conditional access.
- K5:** Define security protocols of satellite receiver

Critical Evidence(s)

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Develop Network Server
- Connect Receiver with Network
- Provide Scrambled Services

Tools and Equipment

- Cable stripper
- Knife
- Pliers
- Cable tester



0619001087 Plan Work

Overview: This competency standard covers the skills and knowledge required to assess site hazards, follow work procedures, follow symbols and Drawings, Manage Installation Time, Control Installation Quality, Maintain Customer Record and Label Tags on Accessories

Competency Units	Performance Criteria
CU1. Assess site hazards	<p>P1. Inspect site visually as per requirement.</p> <p>P2. Communicate with site supervisor as per requirement.</p> <p>P3. Identify actual and potential hazards as per given site.</p>
CU2. Follow work procedures	<p>P1. Identify equipment and attachments needed to do the job</p> <p>P2. Determine appropriate starting point as per requirement.</p> <p>P3. Identify access and exit points on site as per requirement.</p> <p>P4. Plan work procedures for efficiency, effectiveness and safety as per given task.</p> <p>P5. Sequence job tasks to co-ordinate activities with others as per given task.</p>
CU3. Follow symbols and Drawings	<p>P1. Identify Emergency and Warning symbols as per given sheet.</p> <p>P2. Adopt emergency/warning symbols on site as per given task.</p> <p>P3. Interpret building drawings according to given requirement.</p> <p>P4. Interpret abbreviations and symbols common to Electrical/Electronics/Mechanical as per given drawing.</p> <p>P5. Follow drawings of gas and water supply lines as per given task..</p>
CU4. Manage Installation Time	<p>P1. Follow dish assembly time as per SOPs.</p> <p>P2. Make time schedule for cabling and connections as per given task.</p> <p>P3. Manage time for tuning as per given task.</p>
CU5. Control Installation Quality	<p>P1. Inspect cable layout for given task</p> <p>P2. Adopt satellite dish installation techniques as per service provider’s SOPs.</p> <p>P3. Ensure best signal quality as per standard.</p> <p>P4. Ensure the workability of input/ output ports as per standard.</p> <p>P5. Ensure customer satisfactory feedback as per task.</p>



CU6. Maintain Customer Record	P1. Keep record of customer personal detail as per given instruction. P2. Keep record of dish installation as per relevant components P3. Keep record of customer complaints as per given task.
CU7. Label Tags on Accessories	P1. Provide instructional tags on main devices as per layout. P2. Provide name tags on different cables as per layout.

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describe Site Hazards.
- K2:** Describe Work Procedures.
- K3:** Describe Symbols and Drawings.
- K4:** Describe Time Management techniques.
- K5:** Describe procedure for Quality work.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Assess site hazards
- Follow work procedures
- Follow symbols and Drawings
- Control Installation Quality

Tools and Equipment

- Handbooks
- Pencils
- Rubber
- Sharpeners
- Paper Cutter
- Scissor
- Colors
- White charts



- Brown sheets
- White board markers
- Permanent markers
- File cover and files
- Computer
- Printer
- Scanner



0619001088 Perform Troubleshooting

Overview: This competency standard covers the skills and knowledge required to Check Signals, Power Supply, Weather Effects and Interference Effects, Diagnose Software Fault and Hardware Fault

Competency Units	Performance Criteria
CU1. Check Signals	<p>P1. Check LNB with satellite finder as per given task.</p> <p>P2. Check co-axial cable continuity for signals with multi-meter/satellite finder as per standard.</p> <p>P3. Check Diseqc switch/splitter with satellite finder as per requirement</p> <p>P4. Check output down converter of receiver with multi-meter as per given task.</p>
CU2. Check Power Supply	<p>P1. Check receiver power supply as per requirement</p> <p>P2. Check LNB power supply from receiver as per requirement</p> <p>P3. Check power supply of actuator stepper motor for revolving dish as per standard.</p> <p>P4. Check voltage of limit switches as per standard.</p> <p>P5. Check low voltage problem as per given task.</p>
CU3. Check Weather Effects	<p>P1. Check LNB/LNA overheating effects as per requirement.</p> <p>P2. Check rusty cables and connectors as per requirement.</p> <p>P3. Check short circuit of LNB/LNA due to thunder/lighting storm as given task.</p> <p>P4. Check wind effects as per given instructions.</p>
CU4. Check Interference Effects	<p>P1. Check no noisy signal in surrounding as per requirement.</p> <p>P2. Check no mobile tower in surrounding as per given task.</p> <p>P3. Check no high-tension transmission line as per standard rules.</p> <p>P4. Check no building/trees obstruction as per requirement.</p> <p>P5. Check unwanted signals due to reflection, refraction, diffraction and scattering to follow standard.</p>
CU5. Diagnose Software Faults	<p>P1. Check stuck picture fault as per given task.</p> <p>P2. Check if receiver/remote is not working as per standard.</p> <p>P3. Check if the receiver is on standby mode as per standard</p>



	<p>P4. Check receiver hang fault, (if any) as per standard</p> <p>P5. Check delay in sound & picture as per standard</p> <p>P6. Check stuck on the main menu (if any) as per standard</p>
CU6. Diagnose Hardware Faults	<p>P1. Check continuity of power cables as per requirement.</p> <p>P2. Check continuity of input/output cables (AV, VGA, HDMI, S-video, Scart) as per standard.</p> <p>P3. Check continuity of input/output ports as per standard.</p> <p>P4. Diagnose miss scanning fault as per requirement.</p> <p>P5. Diagnose auto change of channels as per requirement.</p> <p>P6. Diagnose receiver overheating fault as per standard.</p> <p>P7. Diagnose sound noise fault (if any) as per standard.</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define signal losses
- K2:** Describe interference effects
- K3:** Define software and hardware faults
- K4:** Describe low voltage effects
- K5:** Understand effects of cloudy weather and snow fall

Critical Evidence(s)

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check Interference Effects
- Check Software Faults
- Diagnose Hardware Faults

Tools and Equipment

- Satellite finder
- Multi-meter
- System Software



0619001089 Conduct Site Survey

Overview: This competency standard covers the skills and knowledge required to document Customer Demand, Select Location. Check Environmental factors, Inspect Cable Routing, Locate Satellite and Prepare Feasibility Report.

Competency Units	Performance Criteria
CU1. Document Customer Demand	P1. Enlist desired channels as per requirement. P2. Prepare estimated budget as per demand P3. Keep record of customer demand as per given format.
CU2. Select Location	P1. Ensure availability of desired channels at installation area as per standard. P2. Select appropriate place for dish installation as per customer demand P3. Ensure local regulation in installation area as per requirement. P4. Ensure obstruction-free area for dish installation as per standard.
CU3. Check Environmental factors	P1. Take weather history (wind pressure, humidity, temperature, rain and snow fall) of dish installation area as per standard. P2. Select best quality of dish and dish components as per wind pressure, snow fall and temperature P3. Ensure strong foundation for dish stand against wind pressure
CU4. Inspect Cable Routing	P1. Follow building rules and regulations for require task. P2. Draw layout for cable routing as per given task. P3. Measure length of cable as per job. P4. Identify cable gauge as per requirement. P5. Identify line amplifier if required as per given task.
CU5. Locate Satellite	P1. Ensure tools and equipment as per requirement. P2. Identify East-West directions with compass as per given task. P3. Check availability of satellite as per customer demand in dish installation area P4. Identify dish size for the availability of strong signals of the desired satellite as per given task.



CU6. Prepare Feasibility Report	P1. Prepare technical report on suggested factors (customer demand, location of satellite, environmental factors, cable routing and quality of material) as per given job. P2. Estimate cost as per suggested factors P3. Obtain signature on agreement between customer and service provider
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describe obstruction factors in dish installation area
- K2:** Describe environmental factors
- K3:** Describe cable routing techniques
- K4:** Describe foundation techniques for satellite dish
- K5:** Describe writing skills for feasibility report

Critical Evidence(s)

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Inspect Cable Routing
- Check Environmental factors
- Locate Satellite
- Prepare Feasibility Report

Tools and Equipment

- Measuring tape
- Compass
- Satellite finder
- Report format



Complete List of Tools, Equipment and Machines

- Blower
- Chisel
- Drill bits
- Ellen key set
- Files
- Glasses (goggles)
- Gloves
- Grip plier
- Hacksaw
- Hammers
- Marking punch
- Measuring tape
- Micrometers
- Nose plier
- Open spanner set
- Phase tester
- Plier
- Ring spanner set
- Scissors
- Screw driver set
- Screw wrench
- Side cutter
- Crimping Tool
- Solder iron
- Spanner box
- Steel roll/Steel wire
- Sucker
- Silicone Gun
- Spirit Level
- Electric Drill Machine
- Hand Grinding Machine
- Thimble plier



- Tongs (sunny)
- Vernier caliper
- Wire gauge
- Wire stripper
- Adjustable Wrench
- Satellite Finder
- Multi-meter
- Digital Compass
- Wire Tester
- LAN Tester
- Rivet Gun
- Emergency lamp
- Coaxial Cable Stripper
- Cable Compression Tool.
- Air compressors.
- Clamp meter.
- Bench voice.
- Drill machine.
- Dryer.
- Hand grinding machine

