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| NVQF Level | Code | Name of Competency | Category | Level | Credit |
| 3 | 000000001 | Apply Work Health and Safety Practices (WHS) | Generic | 3 | 3 |
| 000000002 | Identify and Implement Workplace Policy and Procedures | Generic | 3 | 2 |
| 000000003 | Communicate at Workplace | Generic | 3 | 3 |
| 000000004 | Perform Computer Application Skills | Generic | 3 | 4 |
| 000000005 | Manage Personal Finances | Generic | 3 | 3 |

# 000000009Apply 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 culsltatives in process.

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| **Competency Units** | **Performance Criteria** |
| 1. **Implement safe work practices at work place**
 | 1. Implement relevant rules and procedures of WHS at work place.
2. Comply with duty of care requirements
3. Use personal protective equipments according to safe work practices
4. Contribute to WHS consultative activities
5. Raise WHS issues with relevant personnel
 |
| 1. **Participate in hazard assessment activities a work place**
 | 1. Identify hazards or WHS issues in the workplace to relevant personnel
2. Assess and control risks according to own level of responsibility, in line with workplace procedures
3. Report hazards or WHS issues in the workplace to relevant personnel
4. Document risk control actions as required
 |
| 1. **Follow emergency procedures at workplace**
 | 1. Report emergencies or incidents promptly to relevant personnel
2. Deal with emergencies in line with own level of responsibility
3. Implement evacuation procedures as required
 |
| 1. **Participate in OHS consultative processes**
 | 1. Contribute to workplace meetings, inspections or other consultative activities
2. Raise OHS (Occupational Health and Safety) issues with designated persons in accordance with organizational procedures
3. Take actions to eliminate workplace hazards or to reduce risks
 |

**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:

1. Outline the WHS rights and responsibilities that apply to own role
2. Explain the term duty of care
3. Describe typical health and safety roles in the workplace
4. List and describe common safety signs and symbols
5. Explain procedures for reporting hazards, risks, incidents and accidents
6. Identify and describe common hazards and major causes of accidents relevant to the workplace
7. Explain what the term risk control means
8. 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.

# 000000003Identify 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.

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| **Competency Units** | **Performance Criteria** |
| 1. **Identify workplace policy & procedures**
 | 1. Identify the workplace policy & procedures
2. Apply appropriate strategies that can be used to measure whether your workplace health and safety obligations are being met.
3. Assure the policies are realistic, resources and personnel to implement
4. Implement the policy & procedures that reflects the organizations commitments
5. Ensure the appropriate methods of implementation, outcomes and performance indicators
 |
| 1. **Implement workplace policy & procedures**
 | 1. Apply and assign responsibility for recording systems to track continuous improvements in policy & procedures
2. Implement strategies for continuous improvement in effective and efficient information
 |
| 1. **Communicate workplace policy & procedures**
 | 1. Communicate procedures to help implement workplace policy
2. Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities
 |
| 1. **Review the implementation of workplace policy & procedures**
 | 1. Identify the trends that may require remedial actions
2. Record the trends that may require remedial actions.
3. Ensure policy and procedures as required are made for continuous improvement of performance
 |

**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:

1. Legislation, regulations and codes of practice applicable to the organization
2. internal and external sources of information and organizational policy & procedures
3. 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.

# 000000015Communicate 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.

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| **Competency Units** | **Performance Criteria** |
| 1. **Communicate within the organization**
 | 1. Communicate within a departments
2. Communicate with other departments.
3. Use various media to communicate effectively
4. Communicate orally and written
 |
| 1. **Communicate outside the organization**
 | 1. Deal with vendors
2. Deal with clients/customers
3. Interact with other organisations
4. Use various media to communicate effectively
5. Work with people of different cultures / backgrounds
 |
| 1. **Communicate effectively in workgroup**
 | 1. Assess the issues to provide relevant suggestion to group members
2. Resolve the issues/ problems /conflicts within the group
3. Arrange group working sessions to increase the level of participation in the group processes
4. Communicate messages to group members clearly to ensure interpretation is valid
5. Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices
6. Act upon constructive feedback
 |
| 1. **Communicate in writing**
 | 1. Identify relevant procedures for written information
2. Use strategies to ensure correct communication in writing .i.e.
* correct composition
* clarity
* comprehensiveness
* accuracy
* appropriateness
1. Draft assigned written information for approval, ensuring it is written within designated timeframes
2. Ensure written information meets required standards of style, format and detail
3. Seek assistance / feedback to aid communication skills development
 |

**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:

1. Importance of intra and inter organizational communication
2. Basics of business communication
3. Defining Modes of communication
4. Effective communication in workgroup
5. Communicating through writing
6. 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).

# 000000020Perform 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.

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| **Competency Units** | **Performance Criteria** |
| 1. **Prepare In-page documents as per required information**
 | 1. Set keyboard preferences according to information requirements
2. Layout Page according to information requirements
3. Toggle between Languages
4. Identify the usage of tool bar
5. Insert Columns as per requirement
6. Print the document
 |
| 1. **Prepare Spreadsheets as per required information**
 | 1. Create workbook according to information requirements
2. Insert sheet according to information requirements
3. Enter basic formulae / functions using cell referencing when required
4. Correct formulas when error messages occur
5. Use a range of common tools during spreadsheet development
6. Edit columns and rows within the spreadsheet Filter data
7. Save the spreadsheet to a folder on a storage device
8. Format spreadsheet using formatting features as required
9. Incorporate object and chart in spreadsheet
10. Print spreadsheet
 |
| 1. **Use MS Office as per required information**
 | 1. Use Microsoft Word for documentation
2. Use Microsoft Excel for documentation
3. Use Microsoft PowerPoint for presentation
4. Perform OneNote
5. Perform Outlook for emails
6. Perform Publisher applications
 |
| 1. **Perform computer graphics in basic applications**
 | 1. Perform graphic fundamentals in basic applications
2. Draw Points and lines to make images
3. Draw Dots in space to make images
4. Draw lightening blot Shapes to make images
5. Enlarge circles and rectangles to block in forms
 |
| 1. **Create Email account for communications**
 | 1. Make email account for communications
2. . Compose text of an email message according to organizational guidelines as required
3. Create an automatic signature for the user
4. Attach files to email message where required
5. Send email message
6. Reply to / forward a received message using available features
7. Save an attachment to the relevant folder
8. Save email message using available settings
9. Adjust email accounts to restrict and quarantine possible email security problems
* 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:

1. List basic technical terminology related to reading help files and prompts
2. Explain the effect of formatting and appearance on the readability and usability of spreadsheets
3. Outline log-in procedures relating to accessing a personal computer (PC)
4. Describe the purpose, use and function of spreadsheet applications.
5. Understand **MS Word** to create documents, flyers, publications
6. Understand **MS PowerPoint** to create presentations
7. Understand **MS Excel** to store, organize, and manipulate data
8. Understand **OneNote** to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more
9. Understand of **Publisher**  to create extensive publications, posters, flyers, menus
10. 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.

# 000000030Manage 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.

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| **Competency Units** | **Performance Criteria** |
| 1. **Develop a personal budget**
 | 1. Calculate current living expenses using available information to prepare a personal budget.
2. Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.
3. Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.
4. Find reasons for a deficit budget and ways to reduce expenditure identified.
5. Identify ways to increase income
 |
| 1. **Develop long term personal budget**
 | 1. Analyze income and expenditure and set long term personal financial goals.
2. Develop a long-term budget based on the outcomes of short-term budgeting.
3. Identify obstacles that might affect the business
4. Formulate a regular savings plan based on budget
 |
| 1. **Identify ways to maximize future finances**
 | 1. Determine sources to maximize personal income,
2. Get further education or training to maintain or improve future income.
3. Identify the need for debt to finance living and other expenses,
4. Determine the appropriate levels of debt and repayment.
5. Consolidate existing debt, where possible, to minimize interest costs and fees.
6. Seek professional money management services.
 |

**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:

1. Explain the abilities to plan and organize to keep records and monitor a personal budget
2. Describe abilities to set and review goals
3. Explain basic financial management and record keeping to enable development and management of a personal budget
4. Describe benefits of financial goal setting and personal budgeting to enable effective management of personal finances
5. 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.