

COMPETENCY STANDARDS

COURT STENOGRAPHY LEVEL II



SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
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TABLE OF CONTENTS

SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR COURT STENOGRAPHY LEVEL II

	Page No.
SECTION 1 DEFINITION	1
SECTION 2 COMPETENCY STANDARDS	2 – 84
• Basic Competencies	2 – 34
• Common Competencies	35 – 49
• Core Competencies	50 – 84
GLOSSARY OF TERMS	85 – 86
ACKNOWLEDGEMENTS	87

COMPETENCY STANDARDS FOR COURT STENOGRAPHY LEVEL II

SECTION 1 DEFINITION

The **COURT STENOGRAPHY LEVEL II** consists of competencies that a person must achieve to prepare appropriate documents.

The Units of Competency comprising this Qualification include the following:

Unit Code	BASIC COMPETENCIES
400311210	Participate in workplace communication
400311211	Work in team environment
400311212	Solve/address general workplace problems
400311213	Develop career and life decisions
400311214	Contribute to workplace innovation
400311215	Present relevant information
400311216	Practice occupational safety and health policies and procedures
400311217	Exercise efficient and effective sustainable practices in the workplace
400311218	Practice entrepreneurial skills in the workplace

Unit Code	COMMON COMPETENCIES
ELC311203	Perform computer operations
SOC514201	Maintain an effective relationship with client/customer
SOC514202	Manage own performance
SOC514203	Apply quality standards

Unit Code	CORE COMPETENCIES
SOC413301	Prepare appropriate documents for court hearings/proceedings
SOC413302	Perform regular open court hearing functions
SOC413303	Perform automated open court hearing functions
SOC413304	Perform video conference hearing functions
SOC413305	Prepare stenographic notes
SOC413306	File documents
SOC413307	Perform other court related administrative functions

A person who has achieved this Qualification is competent to be:

- ☐ Court Stenographer

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in **COURT STENOGRAPHY LEVEL II.**

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 400311210

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	<ul style="list-style-type: none">1.1 Specific and relevant information is accessed from <i>appropriate sources</i>1.2 Effective questioning, active listening and speaking skills are used to gather and convey information1.3 Appropriate <i>medium</i> is used to transfer information and ideas1.4 Appropriate non- verbal communication is used1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed1.6 Defined workplace procedures for the location and <i>storage</i> of information are used1.7 Personal interaction is carried out clearly and concisely	<ul style="list-style-type: none">1.1 Effective verbal and nonverbal communication1.2 Different modes of communication1.3 Medium of communication in the workplace1.4 Organizational policies1.5 Communication procedures and systems1.6 Lines of Communication1.7 Technology relevant to the enterprise and the individual's work responsibilities1.8 Workplace etiquette	<ul style="list-style-type: none">1.1 Following simple spoken language1.2 Performing routine workplace duties following simple written notices1.3 Participating in workplace meetings and discussions1.4 Preparing work-related documents1.5 Estimating, calculating and recording routine workplace measures1.6 Relating/ Interacting with people of various levels in the workplace1.7 Gathering and providing basic information in response to workplace requirements1.8 Applying basic business writing skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			1.9 Applying interpersonal skills in the workplace 1.10 Performing active-listening skills
2. Perform duties following workplace instructions	2.1 Written notices and instructions are read and interpreted in accordance with organizational guidelines 2.2 Routine written instruction is followed based on established procedures 2.3 Feedback is given to workplace supervisor-based instructions/ information received 2.4 Workplace interactions are conducted in a courteous manner 2.5 Where necessary, clarifications about routine workplace procedures and matters concerning conditions of employment are sought and asked from appropriate sources 2.6 Meetings outcomes are interpreted and implemented	2.1 Effective verbal and non-verbal communication 2.2 Different modes of communication 2.3 Medium of communication in the workplace 2.4 Organizational/ workplace policies 2.5 Communication procedures and systems 2.6 Lines of communication 2.7 Technology relevant to the enterprise and the individual's work responsibilities 2.8 Effective questioning techniques (clarifying and probing) 2.9 Workplace etiquette	2.1 Following simple spoken instructions 2.2 Performing routine workplace duties following simple written notices 2.3 Participating in workplace meetings and discussions 2.4 Completing work-related documents 2.5 Estimating, calculating and recording routine workplace measures 2.6 Relating/ Responding to people of various levels in the workplace 2.7 Gathering and providing information in response to workplace requirements 2.8 Applying basic questioning/ querying 2.9 Applying skills in reading for information 2.10 Applying skills in locating
3. Complete relevant work-related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard	3.1 Effective verbal and non-verbal communication 3.2 Different modes of communication 3.3 Workplace forms and documents	3.1 Completing work-related documents 3.2 Applying operations of addition, subtraction, division and multiplication

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	workplace forms and documents 3.3 Errors in recording information on forms/ documents are identified and acted upon 3.4 Reporting requirements to supervisor are completed according to organizational guidelines	3.4 Organizational/ Workplace policies 3.5 Communication procedures and systems 3.6 Technology relevant to the enterprise and the individual's work responsibilities	3.3 Gathering and providing information in response to workplace requirements 3.4 Applying Effective record keeping skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	May include: 1.1. Team members 1.2. Supervisor/Department Head 1.3. Suppliers 1.4. Trade personnel 1.5. Local government 1.6. Industry bodies
2. Medium	May include: 2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information dissemination 2.5. Follow-up or verbal instructions 2.6. Face-to-face communication 2.7. Electronic media (disk files, cyberspace)
3. Storage	May include: 3.1. Manual filing system 3.2. Computer-based filing system
4. Workplace interactions	May include: 4.1. Face-to-face 4.2. Telephone 4.3. Electronic and two-way radio 4.4. Written including electronic means, memos, instruction and forms 4.5. Non-verbal including gestures, signals, signs and diagrams
5. Forms	May include: 5.1. HR/Personnel forms, telephone message forms, safety reports

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using workplace communication equipment/systems 1.3 Made use of relevant terms as an aid to transfer information effectively 1.4 Conveyed information effectively adopting formal or informal communication
2. Resource Implications	The following resources should be provided: 2.1 Fax machine 2.2 Telephone 2.3 Notebook 2.4 Writing materials 2.5 Computer with Internet connection
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written test 3.4 Third-party report
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : WORK IN A TEAM ENVIRONMENT

UNIT CODE : 400311211

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify one's roles and responsibilities as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Describe team role and scope	1.1 The role and objective of the team is identified from available sources of information 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources	1.1 Group structure 1.2 Group development 1.3 Sources of information	1.1 Communicating with others, appropriately consistent with the culture of the workplace 1.2 Developing ways in improving work structure and performing respective roles in the group or organization
2. Identify one's role and responsibility within a team	2.1 Individual roles and responsibilities within the team environment are identified 2.2 Roles and objectives of the team is identified from available sources of information 2.3 Team parameters, reporting relationships and responsibilities are identified based on team discussions and appropriate external sources	2.1 Team roles and objectives 2.2 Team structure and parameters 2.3 Team development 2.4 Sources of information	2.1 Communicating with others, appropriately consistent with the culture of the workplace 2.2 Developing ways in improving work structure and performing respective roles in the group or organization
3. Work as a team member	3.1 Effective and appropriate forms of communications are used and interactions undertaken with team members based on company practices 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on workplace context 3.3 Protocols in reporting are observed based on	3.1 Communication Process 3.2 Workplace communication protocol 3.3 Team planning and decision making 3.4 Team thinking 3.5 Team roles 3.6 Process of team development 3.7 Workplace context	3.1 Communicating appropriately, consistent with the culture of the workplace 3.2 Interacting effectively with others 3.3 Deciding as an individual and as a group using group think strategies and techniques 3.4 Contributing to Resolution of

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	standard company practices 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives		issues and concerns

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	May include but not limited to: 1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	May include but not limited to: 2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	May include but not limited to: 3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Worked in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Conveyed information in written or oral form 1.4 Selected and used appropriate workplace language 1.5 Followed designated work plan for the job
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Role play involving the participation of individual member to the attainment of organizational goal 3.2 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork 3.3 Socio-drama and socio-metric methods 3.4 Sensitivity techniques 3.5 Written Test
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

UNIT CODE : 400311212

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply problem-solving techniques to determine the origin of problems and plan for their resolution. It also includes addressing procedural problems through documentation, and referral.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify routine problems	1.1 Routine <i>problems or procedural problem</i> areas are identified 1.2 Problems to be investigated are defined and determined 1.3 Current conditions of the problem are identified and documented	1.1 Current industry hardware and software products and services 1.2 Industry maintenance, service and helpdesk practices, processes and procedures 1.3 Industry standard diagnostic tools 1.4 Malfunctions and resolutions	1.1 Identifying current industry hardware and software products and services 1.2 Identifying current industry maintenance, services and helpdesk practices, processes and procedures. 1.3 Identifying current industry standard diagnostic tools 1.4 Describing common malfunctions and resolutions. 1.5 Determining the root cause of a routine malfunction

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Look for solutions to routine problems	2.1 Potential solutions to problem are identified 2.2 Recommendations about possible solutions are developed, documented , ranked and presented to appropriate person for decision	2.1 Current industry hardware and software products and services 2.2 Industry service and helpdesk practices, processes and procedures 2.3 Operating systems 2.4 Industry standard diagnostic tools 2.5 Malfunctions and resolutions. 2.6 Root cause analysis	2.1 Identifying current industry hardware and software products and services 2.2 Identifying services and helpdesk practices, processes and procedures. 2.3 Identifying operating system 2.4 Identifying current industry standard diagnostic tools 2.5 Describing common malfunctions and resolutions. 2.6 Determining the root cause of a routine malfunction
3. Recommend solutions to problems	3.1 Implementation of solutions are planned 3.2 Evaluation of implemented solutions are planned 3.3 Recommended solutions are documented and submit to appropriate person for confirmation	3.1 Standard procedures 3.2 Documentation produce	3.1 Producing documentation that recommends solutions to problems 3.2 Following established procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Problems/Procedural Problem	May include but not limited to: 1.1 Routine/non – routine processes and quality problems 1.2 Equipment selection, availability and failure 1.3 Teamwork and work allocation problem 1.4 Safety and emergency situations and incidents 1.5 Work-related problems outside of own work area
2. Appropriate person	May include but not limited to: 2.1 Supervisor or manager 2.2 Peers/work colleagues 2.3 Other members of the organization
3. Document	May include but not limited to: 3.1 Electronic mail 3.2 Briefing notes 3.3 Written report 3.4 Evaluation report
4. Plan	May include but not limited to: 4.1 Priority requirements 4.2 Co-ordination and feedback requirements 4.3 Safety requirements 4.4 Risk assessment 4.5 Environmental requirements

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Determined the root cause of a routine problem 1.2 Identified solutions to procedural problems. 1.3 Produced documentation that recommends solutions to problems. 1.4 Followed established procedures. 1.5 Referred unresolved problems to support persons.
2. Resource Implications	2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Case Formulation 3.2 Life Narrative Inquiry 3.3 Standardized test <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : DEVELOP CAREER AND LIFE DECISIONS

UNIT CODE : 400311213

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes in managing one's emotions, developing reflective practice, and boosting self-confidence and developing self-regulation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Manage one's emotion	1.1 Self-management strategies are identified 1.2 Skills to work independently and to show initiative, to be conscientious, and persevering in the face of setbacks and frustrations are developed 1.3 Techniques for effectively handling negative emotions and unpleasant situation in the workplace are examined	1.1 Self-management strategies that assist in regulating behavior and achieving personal and learning goals (e.g. Nine self-management strategies according to Robert Kelley) 1.2 Enablers and barriers in achieving personal and career goals 1.3 Techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc.	1.1 Managing properly one's emotions and recognizing situations that cannot be changed and accept them and remain professional 1.2 Developing self-discipline, working independently and showing initiative to achieve personal and career goals 1.3 Showing confidence, and resilience in the face of setback and frustrations and other negative emotions and unpleasant situations in the workplace
2. Develop reflective practice	2.1 Personal strengths and achievements, based on self-assessment strategies and teacher feedback are contemplated 2.2 Progress when seeking and responding to feedback from teachers to assist them in consolidating strengths, addressing weaknesses and fulfilling their potential are monitored 2.3 Outcomes of personal and academic challenges by reflecting	2.1 Basic SWOT analysis 2.2 Strategies to improve one's attitude in the workplace 2.3 Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan)	2.1 Using the basic SWOT analysis as self-assessment strategy 2.2 Developing reflective practice through realization of limitations, likes/ dislikes; through showing of self-confidence 2.3 Demonstrating self-acceptance and being able to accept challenges

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	on previous problem solving and decision-making strategies and feedback from peers and teachers are predicted		
3. Boost self-confidence and develop self-regulation	3.1 Efforts for continuous self-improvement are demonstrated 3.2 Counter-productive tendencies at work are eliminated 3.3 Positive outlook in life are maintained	3.1 Four components of self-regulation based on Self-Regulation Theory (SRT) 3.2 Personality development concepts 3.3 Self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts)	3.1 Performing effective communication skills – reading, writing, conversing skills 3.2 Showing affective skills – flexibility, adaptability, etc. 3.3 Self-assessment for determining one's strengths and weaknesses

RANGE OF VARIABLES

VARIABLE	RANGE
1. Self-management strategies	May include but not limited to: 1.1 Seeking assistance in the form of job coaching or mentoring 1.2 Continuing dialogue to tackle workplace grievances 1.3 Collective negotiation/bargaining for better working conditions 1.4 Share your goals to improve with a trusted co-worker or supervisor 1.5 Make a negativity log of every instance when you catch yourself complaining to others 1.6 Make lists and schedules for necessary activities
2. Unpleasant situation	May include but not limited to: 2.1 Job burn-out 2.2 Drug dependence 2.3 Sulking

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Express emotions appropriately 1.2 Work independently and show initiative 1.3 Consistently demonstrate self-confidence and self-discipline
2. Resource Implications	The following resources should be provided: 2.1. Access to workplace and resource s 2.2. Case studies
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Demonstration or simulation with oral questioning 3.2. Case problems involving work improvement and sustainability issues 3.3. Third-party report
4. Context for Assessment	4.1. Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : CONTRIBUTE TO WORKPLACE INNOVATION

UNIT CODE : 400311214

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to make a pro-active and positive contribution to workplace innovation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify opportunities to do things better	1.1 <i>Opportunities for improvement</i> are identified proactively in own area of work 1.2 <i>Information</i> are gathered and reviewed which may be relevant to ideas and which might assist in gaining support for idea	1.1 Roles of individuals in suggesting and making improvements 1.2 Positive impacts and challenges in innovation 1.3 Types of changes and responsibility 1.4 Seven habits of highly effective people	1.1 Identifying opportunities to improve and to do things better involvement 1.2 Identifying the positive impacts and the challenges of change and innovation 1.3 Identifying examples of the types of changes that are within and outside own scope of responsibility
2. Discuss and develop ideas with others	2.1 <i>People who could provide input</i> to ideas for improvements are identified 2.2 Ways of approaching people to begin sharing ideas are selected 2.3 Meeting is set with relevant people 2.4 Ideas for follow up are review and selected based on feedback 2.5 <i>Critical inquiry method</i> is used to discuss and develop ideas with others	2.1 Roles of individuals in suggesting and making improvements 2.2 Positive impacts and challenges in innovation 2.3 Types of changes and responsibility 2.4 Seven habits of highly effective people	2.1 Identifying opportunities to improve and to do things better. Involvement 2.2 Identifying the positive impacts and the challenges of change and innovation 2.3 Providing examples of the types of changes that are within and outside own scope of responsibility 2.4 Communicating ideas for change through small group discussions and meetings
3. Integrate ideas for change in the workplace	3.1 Critical inquiry method is used to integrate different ideas for change of key people	3.1 Roles of individuals in suggesting and making improvements	3.1 Identifying opportunities to improve and to do

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.2 Summarizing, analyzing and generalizing skills are used to extract salient points in the pool of ideas</p> <p>3.3 Reporting skills are likewise used to communicate results</p> <p>3.4 Current Issues and concerns on the systems, processes and procedures, as well as the need for simple innovative practices are identified</p>	<p>3.2 Positive impacts and challenges in innovation</p> <p>3.3 Types of changes and responsibility</p> <p>3.4 Seven habits of highly effective people</p> <p>3.5 Basic research skills</p>	<p>things better involvement</p> <p>3.2 Identifying the positive impacts and the challenges of change and innovation</p> <p>3.3 Providing examples of the types of changes that are within and outside own scope of responsibility</p> <p>3.4 Communicating ideas for change through small group discussions and meetings</p> <p>3.5 Demonstrating skills in analysis and interpretation of data</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Opportunities for improvement	May include: 1.1 Systems 1.2 Processes 1.3 Procedures 1.4 Protocols 1.5 Codes 1.6 Practices
2. Information	May include: 2.1 Workplace communication problems 2.2 Performance evaluation results 2.3 Team dynamics issues and concerns 2.4 Challenges on return of investment 2.5 New tools, processes and procedures 2.6 New people in the organization
3. People who could provide input	May include: 3.1 Leaders 3.2 Managers 3.3 Specialists 3.4 Associates 3.5 Researchers 3.6 Supervisors 3.7 Staff 3.8 Consultants (external) 3.9 People outside the organization in the same field or similar expertise/industry 3.10 Clients
4. Critical inquiry method	May include: 4.1 Preparation 4.2 Discussion 4.3 Clarification of goals 4.4 Negotiate towards a Win-Win outcome 4.5 Agreement 4.6 Implementation of a course of action 4.7 Effective verbal communication. See our pages Verbal Communication and Effective Speaking 4.8 Listening 4.9 Reducing misunderstandings is a key part of effective negotiation 4.10 Rapport Building 4.11 Problem Solving 4.12 Decision Making 4.13 Assertiveness 4.14 Dealing with Difficult Situations

VARIABLE	RANGE
5. Reporting skills	May include: 5.1 Data management 5.2 Coding 5.3 Data analysis and interpretation 5.4 Coherent writing 5.5 Speaking

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified opportunities to do things better 1.2 Discussed and developed ideas with others on how to contribute to workplace innovation 1.3 Integrated ideas for change in the workplace 1.4 Analyzed and reported rooms for innovation and learning in the workplace
2. Resource Implications	The following resources should be provided: 2.1 Pens, papers and writing implements 2.2 White board 2.3 Manila papers
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Psychological and behavioral Interviews 3.2 Performance Evaluation 3.3 Life Narrative Inquiry 3.4 Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5 Sensitivity analysis 3.6 Organizational analysis 3.7 Standardized assessment of character strengths and virtues applied
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions

UNIT OF COMPETENCY : PRESENT RELEVANT INFORMATION

UNIT CODE : 400311215

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to present data/information appropriately.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gather data/information	1.1 Evidence, facts and information are collected 1.2 Evaluation, terms of reference and conditions are reviewed to determine whether data/information falls within project scope	1.1 Organisational protocols 1.2 Confidentiality 1.3 Accuracy 1.4 Business mathematics and statistics 1.5 Data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Legislation, policy and procedures relating to the conduct of evaluations 1.8 Organisational values, ethics and codes of conduct	1.1 Describing organisational protocols relating to client liaison 1.2 Protecting confidentiality 1.3 Describing accuracy 1.4 Computing business mathematics and statistics 1.5 Describing data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Stating legislation, policy and procedures relating to the conduct of evaluations 1.8 Stating organisational values, ethics and codes of conduct

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Assess gathered data/ information	2.1 Validity of data/ information is assessed 2.2 Analysis techniques are applied to assess data/ information 2.3 Trends and anomalies are identified 2.4 Data analysis techniques and procedures are documented 2.5 Recommendations are made on areas of possible improvement	2.1 Business mathematics and statistics 2.2 Data analysis techniques/ procedures 2.3 Reporting requirements to a range of audiences 2.4 Legislation, policy and procedures relating to the conduct of evaluations 2.5 Organisational values, ethics and codes of conduct	2.1 Computing business mathematics and statistics 2.2 Describing data analysis techniques/ procedures 2.3 Reporting requirements to a range of audiences 2.4 Stating legislation, policy and procedures relating to the conduct of evaluations 2.5 Stating organisational values, ethics and codes of conduct
3. Record and present information	3.1 Studied data/information are recorded 3.2 Recommendations are analysed for action to ensure they are compatible with the project's scope and terms of reference 3.3 Interim and final reports are analysed and outcomes are compared to the criteria established at the outset 3.4 Findings are presented to stakeholders	3.1 Data analysis techniques/ procedures 3.2 Reporting requirements to a range of audiences 3.3 Legislation, policy and procedures relating to the conduct of evaluations 3.4 Organisational values, ethics and codes of conduct	3.1 Describing data analysis techniques/ procedures 3.2 Reporting requirements to a range of audiences 3.3 Stating legislation, policy and procedures relating to the conduct of evaluations 3.4 Stating organisational values, ethics and codes of conduct practices

RANGE OF VARIABLES

VARIABLE	RANGE
1. Data analysis techniques	May include but not limited to: 1.1. Domain analysis 1.2. Content analysis 1.3. Comparison technique

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Determine data / information 1.2 Studied and applied gathered data/information 1.3 Recorded and studied data/information These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
2. Resource Implications	Specific resources for assessment 2.1 Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Test 3.2 Interview 3.3 Portfolio The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.
4. Context for Assessment	4.1 In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES

UNIT CODE : 400311216

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to identify OSH compliance requirements, prepare OSH requirements for compliance, perform tasks in accordance with relevant OSH policies and procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify OSH compliance requirements	1.1 Relevant OSH requirements, regulations, policies and procedures are identified in accordance with workplace policies and procedures 1.2 OSH activity non-conformities are conveyed to appropriate personnel 1.3 OSH preventive and control requirements are identified in accordance with OSH work policies and procedures	1.1 OSH preventive and control requirements 1.2 Hierarchy of Controls 1.3 Hazard Prevention and Control 1.4 General OSH principles 1.5 Work standards and procedures 1.6 Safe handling procedures of tools, equipment and materials 1.7 Standard emergency plan and procedures in the workplace	1.1 Applying communication skills 1.2 Applying interpersonal skills 1.3 Applying critical thinking skills 1.4 Applying observation skills
2. Prepare OSH requirements for compliance	2.1 OSH work activity material, tools and equipment requirements are identified in accordance with workplace policies and procedures 2.2 Required OSH materials, tools and equipment are acquired in accordance with workplace policies and procedures 2.3 Required OSH materials, tools and equipment are arranged/ placed in accordance with OSH work standards	2.1 Resources necessary to execute hierarchy of controls 2.2 General OSH principles 2.3 Work standards and procedures 2.4 Safe handling procedures of tools, equipment and materials 2.5 Different OSH control measures	2.1 Applying Communication skills 2.2 Applying estimation skills 2.3 Applying interpersonal skills 2.4 Applying critical thinking skills 2.5 Applying observation skills 2.6 Identifying material, tool and equipment

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Perform tasks in accordance with relevant OSH policies and procedures	3.1 Relevant OSH work procedures are identified in accordance with workplace policies and procedures 3.2 Work Activities are executed in accordance with OSH work standards 3.3 <i>Non-compliance work activities</i> are reported to <i>appropriate personnel</i>	3.1 OSH work standards 3.2 Industry related work activities 3.3 General OSH principles 3.4 OSH Violations 3.5 Non-compliance work activities	3.1 Applying communication skills 3.2 Applying interpersonal skills 3.3 Applying troubleshooting skills 3.4 Applying critical thinking skills 3.5 Applying observation skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Requirements, Regulations, Policies and Procedures	May include: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Permit to Operate 1.6 Philippine Occupational Safety and Health Standards 1.7 Department Order No. 13 (Construction Safety and Health) 1.8 ECC regulations
2. Appropriate Personnel	May include: 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself
3. OSH Preventive and Control Requirements	May include: 3.1 Resources needed for removing hazard effectively 3.2 Resources needed for substitution or replacement 3.3 Resources needed to establishing engineering controls 3.4 Resources needed for enforcing administrative controls 3.5 Personal Protective equipment
4. Non OSH-Compliance Work Activities	May include non-compliance or observance of the following safety measures: 4.1 Violations that may lead to serious physical harm or death 4.2 Fall Protection 4.3 Hazard Communication 4.4 Respiratory Protection 4.5 Power Industrial Trucks 4.6 Lockout/Tag-out 4.7 Working at heights (use of ladder, scaffolding) 4.8 Electrical Wiring Methods 4.9 Machine Guarding 4.10 Electrical General Requirements 4.11 Asbestos work requirements 4.12 Excavations work requirements

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1. Convey OSH work non-conformities to appropriate personnel 1.2. Identify OSH preventive and control requirements in accordance with OSH work policies and procedures 1.3. Identify OSH work activity material, tools and equipment requirements in accordance with workplace policies and procedures 1.4. Arrange/Place required OSH materials, tools and equipment in accordance with OSH work standards 1.5. Execute work activities in accordance with OSH work standards 1.6. Report OSH activity non-compliance work activities to appropriate personnel
2. Resource Implications	The following resources should be provided: 2.1 Facilities, materials tools and equipment necessary for the activity
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation/Demonstration with oral questioning 3.2 Third party report
4. Context for Assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : EXERCISE EFFICIENT AND EFFECTIVE SUSTAINABLE PRACTICES IN THE WORKPLACE

UNIT CODE : 400311217

UNIT DESCRIPTOR : This unit covers knowledge, skills and attitude to identify the efficiency and effectiveness of resource utilization, determine causes of inefficiency and/or ineffectiveness of resource utilization and Convey inefficient and ineffective environmental practices.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify the efficiency and effectiveness of resource utilization	1.1 Required resource utilization in the workplace is measured using appropriate techniques 1.2 Data are recorded in accordance with workplace protocol 1.3 Recorded data are compared to determine the efficiency and effectiveness of resource utilization according to established <i>environmental work procedures</i>	1.1 Importance of environmental literacy 1.2 Environmental work procedures 1.3 Waste minimization 1.4 Efficient energy consumptions	1.1 Recording skills 1.2 Writing skills 1.3 Applying innovation skills
2. Determine causes of inefficiency and/or ineffectiveness of resource utilization	2.1 Potential causes of inefficiency and/or ineffectiveness are listed 2.2 Causes of inefficiency and/or ineffectiveness are identified through deductive reasoning 2.3 Identified causes of inefficiency and/or ineffectiveness are validated thru established environmental procedures	2.1 Causes of environmental inefficiencies and ineffectiveness	2.1 Applying deductive reasoning skills 2.2 Applying critical thinking 2.3 Applying problem solving skills 2.4 Applying observation skills
3. Convey inefficient and ineffective environmental practices	3.1 Efficiency and effectiveness of resource utilization are reported to <i>appropriate personnel</i>	3.1 Appropriate Personnel to address the environmental hazards	3.1 Applying written and oral communication skills 3.2 Applying critical thinking

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.2 Concerns related resource utilization are discussed with appropriate personnel 3.3 Feedback on information/ concerns raised are clarified with appropriate personnel	3.2 Environmental corrective actions	3.3 Applying problem solving 3.4 Applying observation skills 3.5 Practicing environmental awareness

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Work Procedures	May include: 1.1 Utilization of Energy, Water, Fuel Procedures 1.2 Waster Segregation Procedures 1.3 Waste Disposal and Reuse Procedures 1.4 Waste Collection Procedures 1.5 Usage of Hazardous Materials Procedures 1.6 Chemical Application Procedures 1.7 Labeling Procedures
2. Appropriate Personnel	May include: 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Measured required resource utilization in the workplace using appropriate techniques 1.2 Recorded data in accordance with workplace protocol 1.3 Identified causes of inefficiency and/or ineffectiveness through deductive reasoning 1.4 Validate the identified causes of inefficiency and/or ineffectiveness thru established environmental procedures 1.5 Report efficiency and effectiveness of resource utilization to appropriate personnel 1.6 Clarify feedback on information/concerns raised with appropriate personnel
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace 2.2 Tools, materials and equipment relevant to the tasks 2.3 PPE 2.4 Manuals and references
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration 3.2 Oral questioning 3.3 Written examination
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency assessment may occur in workplace or any appropriately simulated environment 4.2 Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY : PRACTICE ENTREPRENEURIAL SKILLS IN THE WORKPLACE

UNIT CODE : 400311218

UNIT DESCRIPTOR : This unit covers the outcomes required to apply entrepreneurial workplace best practices and implement cost-effective operations.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply entrepreneurial workplace best practices	1.1 Good practices relating to workplace operations are observed and selected following workplace policy 1.2 Quality procedures and practices are complied with according to workplace requirements 1.3 Cost-conscious habits in resource utilization are applied based on industry standards	1.1 Workplace best practices, policies and criteria 1.2 Resource utilization 1.3 Ways in fostering entrepreneurial attitudes: 1.3.1 Patience 1.3.2 Honesty 1.3.3 Quality-consciousness 1.3.4 Safety-consciousness 1.3.5 Resourcefulness	1.1 Applying communication skills 1.2 Complying with quality procedures
2. Communicate entrepreneurial workplace best practices	2.1 Observed good practices relating to workplace operations are communicated to appropriate person 2.2 Observed quality procedures and practices are communicated to appropriate person 2.3 Cost-conscious habits in resource utilization are communicated based on industry standards	2.1 Workplace best practices, policies and criteria 2.2 Resource utilization 2.3 Ways in fostering entrepreneurial attitudes: 2.3.1 Patience 2.3.2 Honesty 2.3.3 Quality-consciousness 2.3.4 Safety-consciousness 2.3.5 Resourcefulness	2.1 Applying communication skills 2.2 Complying with quality procedures 2.3 Following workplace communication protocol

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Implement cost-effective operations	3.1 Preservation and optimization of workplace resources is implemented in accordance with enterprise policy 3.2 Judicious use of workplace tools, equipment and materials are observed according to manual and work requirements 3.3 Constructive contributions to office operations are made according to enterprise requirements. 3.4 Ability to work within one's allotted time and finances is sustained	3.1 Optimization of workplace resources 3.2 5S procedures and concepts 3.3 Criteria for cost-effectiveness 3.4 Workplace productivity 3.5 Impact of entrepreneurial mindset to workplace productivity 3.6 Ways in fostering entrepreneurial attitudes: 3.6.1 Quality-consciousness 3.6.2 Safety-consciousness	3.1 Implementing preservation and optimizing workplace resources 3.2 Observing judicious use of workplace tools, equipment and materials 3.3 Making constructive contributions to office operations 3.4 Sustaining ability to work within allotted time and finances

RANGE OF VARIABLES

VARIABLE	RANGE
1.Good practices	May include: 1.1 Economy in use of resources 1.2 Documentation of quality practices
2.Resources utilization	May include: 2.1 Consumption/ use of consumables 2.2 Use/Maintenance of assigned equipment and furniture 2.3 Optimum use of allotted /available time

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to identify and sustain cost-effective activities in the workplace 1.2 Demonstrated ability to practice entrepreneurial knowledge, skills and attitudes in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Simulated or actual workplace 2.2 Tools, materials and supplies needed to demonstrate the required tasks 2.3 References and manuals 2.3.1 Enterprise procedures manuals 2.3.2 Company quality policy
3. Methods of Assessment	Competency in this unit should be assessed through: 3.1 Interview 3.2 Third-party report
4.Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT OF COMPETENCY : PERFORM COMPUTER OPERATIONS

UNIT CODE : ELC311203

UNIT DESCRIPTOR : This unit covers the knowledge, skills, (and) attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined according to job specifications 1.2. Appropriate hardware and software are selected according to task assigned and required outcome 1.3. Task is planned to ensure OSH guidelines and procedures are followed 1.4. Client -specific guidelines and procedures are followed 1.5. Required data security guidelines are applied in accordance with existing procedures	1.1. Main types of computers and basic features of different operating systems 1.2. Main parts of a computer 1.3. Information on hardware and software 1.4. Data security guidelines	1.1. Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals 1.2. Communication skills to identify lines of communication, request advice, follow instructions and receive feedback 1.3. Interpreting user manuals and security guidelines
2. Input data into computer	2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3. Inputted data are stored in storage media according to requirements	2.1. Basic ergonomics of keyboard and computer user 2.2. Storage devices and basic categories of memory 2.3. Relevant types of software	2.1. Technology skills to use equipment safely including keyboard skills 2.2. Entering data

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.4. Work is performed within <i>ergonomic guidelines</i>		
3. Access information using computer	3.1. Correct program/application is selected based on job requirements 3.2. Program/application containing the information required is accessed according to company procedures 3.3. <i>Desktop icons</i> are correctly selected, opened and closed for navigation purposes 3.4. Keyboard techniques are carried out in line with OH&S requirements for safe use of keyboards	3.1. General security, privacy legislation and copyright 3.2. Productivity Application 3.3. Business Application	3.1. Accessing information 3.2. Searching and browsing files and data
4. Produce/output data using computer system	4.1. Entered data are processed using appropriate software commands 4.2. Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3. Files, data are transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures	4.1 Computer application in printing, scanning and sending facsimile 4.2 Types and function of computer peripheral devices	4.1 Computer data processing 4.2 Printing of data 4.3 Transferring files and data
5. Maintain computer equipment and systems	5.1. Systems for cleaning, minor <i>maintenance</i> and replacement of consumables are implemented 5.2. Procedures for ensuring security of data, including regular	5.1 Computer Equipment/ System basic maintenance procedures 5.2 Viruses 5.3 OH&S principles and responsibilities 5.4 Calculating computer	5.1 Removing computer viruses from infected machines 5.2 Making backup files

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	back-ups and virus checks are implemented in accordance with standard operating procedures 5.3. Basic file maintenance procedures are implemented in line with the standard operating procedures	capacity 5.5 System Software 5.6 Basic file 5.7 Maintenance procedures	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and Peripheral Devices	May include: 1.1 Personal computers networked 1.2 Systems communication equipment 1.3 Printers 1.4 Scanners Keyboard Mouse
2. Software	May include: 2.1. Word processing packages 2.2. Data base packages 2.3. Internet 2.4. Spreadsheets
3. OSH Guidelines	May include: 3.1. OSH Guidelines 3.2. Enterprise Procedures
4. Storage Media	May include: 4.1. Zip Disks 4.2. Hard disk drives, local and remote
5. Ergonomic Guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture seating posture 5.3 Lifting posture 5.4 Visual display unit screen brightness
6. Desktop Icons	May include: 6.1. Directories/folders 6.2. Files 6.3. Network devices 6.4. Recycle Bin

7. Maintenance	<p>May include:</p> <ul style="list-style-type: none"> 7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from internal and external surfaces
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EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Planned and prepared for task to be undertaken 1.2. Inputted data into computer 1.3. Accessed information using computer 1.4. Produced /output data using computer system 1.5. Maintained computer equipment and system
2. Method of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 2.1 Observation with oral questioning 2.2 Demonstration with questioning 2.3 Interview
3. Resource Implication	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 3.1. Computer hardware with peripherals 3.2. Appropriate software
4. Context of Assessment	<ul style="list-style-type: none"> 4.1. Assessment may be conducted in the workplace or in a simulated work environment

UNIT OF COMPETENCY : MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT/CUSTOMER

UNIT CODE : SOC514201

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in building and maintaining effective relationship with client/customers.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain a professional image	1.1 Uniform and personal grooming maintained 1.2 Personal presence maintained according to employer standards 1.3 Visible work area kept tidy and uncluttered 1.4 Equipment stored according to assignment requirements	1.1 Stance 1.2 Posture 1.3 Grooming 1.4 Standing Orders 1.5 Company Policy and Procedures 1.6 Role of a massage practitioner in the Philippine healthcare services	1.1 Maintaining uniform and personal grooming in accordance with established policies and procedures 1.2 Maintaining stance, posture, body language, and other personal presence in accordance to required standards 1.3 Keeping visible work area tidy and uncluttered 1.4 Storing equipment according to assignment requirements
2. Meet client requirements	2.1 Client requirements identified and understood by referral to the assignment instructions 2.2 Client requirements met according to the assignment instructions 2.3 Changes to client's needs and requirements monitored and appropriate action taken 2.4 All communication with the client or customer is clear and complies with assignment requirements	2.1 Assignment instructions 2.2 Post orders 2.3 Reviewing assignment instructions 2.4 Discussion techniques with client/customer 2.5 Implementing required changes 2.6 Referral to appropriate employer/personnel 2.7 Clarification of client needs and instructions	2.1 Identifying assignment instructions and post orders according to standard procedures 2.2 Accomplishing scope to modify instructions/orders in the light of changed situations 2.3 Meeting client requirements according to the assignment instructions 2.4 Monitoring and appropriating action is taken in changes to client's

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			needs and requirements 2.5 Clearing and complying with assignment requirements of all communications with the client or customer
3. Build credibility with clients	3.1 Client expectations for reliability, punctuality and appearance adhered to 3.2 Possible causes of client dissatisfaction identified, dealt with and recorded according to employer policy 3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures	3.1 Interpersonal skills 3.2 Customer service skills 3.3 Telephone etiquette 3.4 Maintaining records	3.1 Adhering to client expectations for reliability, punctuality and appearance 3.2 Identifying, attending and recording possible causes of client/customer dissatisfaction according to employer policy 3.3 Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures
4. Establish professional relationship with the client	4.1 Establish relationship within appropriate professional boundaries 4.2 Build trust and respect through use of effective communication techniques 4.3 Identify and respond to client special needs 4.4 Communicate in ways that take account of cultural considerations 4.5 Exercise discretion and confidentiality	4.1 Types of client 4.2 Main components of client relationship 4.3 Relative intelligence 4.4 Effect on customer satisfaction 4.5 Benefits of customer relationship management 4.6 Improving client relationship management 4.7 Occupational health and safety	4.1 Demonstrating the ability to establish professional relationship with client 4.2 Demonstrating the ability of genuine concern for the welfare of the clients 4.3 Demonstrating the ability required in handling clients 4.4 Demonstrating the ability required in rendering client service skills
5. Manage client interactions	5.1 Use a collaborative and person-centered approach when working with clients	5.1 Manage client interactions 5.2 Causes of client/customer dissatisfaction	5.1 Demonstrating ability to do attention to detail when completing

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	5.2 Use motivational interviewing as a basis for client interactions 5.3 Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions 5.4 Support the client to identify and articulate key information that supports the provision of service 5.5 Encourage clients to voice queries or concerns and address these appropriately 5.6 Respond to difficult or challenging behavior using established techniques 5.7 Maintain professional integrity and boundaries at all times 5.8 Work within scope of role and identify and respond to situations where interactions suggest the need for client referral	5.3 Assignment Instructions 5.4 Reporting procedures	client/employer documentation 5.2 Demonstrating the ability to do interpersonal and communication skills required in client contact assignments 5.3 Demonstrating ability to do customer service skills required to meet client/customer needs
6. Provide effective responses to client enquiries	6.1 Select the most appropriate mode of communication for the information being provided 6.2 Use language and terminology that the client will understand 6.3 Present information clearly and with sufficient detail to meet client needs 6.4 Confirm with client that the information has been understood and address any unresolved issues	6.1 Common industry and company services, problems and solutions 6.2 Legal and ethical company and industry aspects 6.3 Client motivations and expectations 6.4 Effective communication techniques 6.5 Industry ethics and practices 6.6 Detailed product and service knowledge	6.1 Using communication skills 6.2 Using language skills 6.3 Using numeracy skills 6.4 Using technology skills 6.5 Relating to people from a range of society, cultural and ethnic backgrounds

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders 2.2 Efficiency 2.3 Client turn-around time
3. Client Requirements	May include: 3.1 Assignment instructions (e.g. right products) 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May include: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	May include: 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Clients	May include: 7.1 All members of the public

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained a professional image. 1.2 Interpreted client requirements from information contained in the client brief and/or assignment instructions. 1.3 Dealt successfully with a variety of client interactions. 1.4 Monitored and acted on varying client or customer needs. 1.5 Met client requirements. 1.6 Built credibility with customers/clients.
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Assessment centers/venues 2.2 Accredited assessors 2.3 Evaluation reports 2.4 Access to a relevant venue, equipment and materials 2.5 Assignment instructions 2.6 Logbooks 2.7 Operational manuals and makers'/customers' instructions (if relevant) 2.8 Assessment Instruments, including personal planner and assessment record book
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Test/Examination 3.2 Demonstration with questioning 3.3 Observation
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY : MANAGE OWN PERFORMANCE

UNIT CODE : SOC514202

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in effectively managing own workload and quality of work.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan for completion of own workload	1.1 Tasks accurately identified 1.2 Priority allocated to each task 1.3 Time lines allocated to each task or series of tasks 1.4 Tasks deadlines known and complied with whenever possible 1.5 Work schedules are known and completed with agreed time frames 1.6 Work plans developed according to assignment requirements and employer policy 1.7 Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons	1.1 Assignment instructions 1.2 Verbal instructions 1.3 Policy documents 1.4 Duty statements 1.5 Self-assessment 1.6 Daily tasks 1.7 Weekly tasks 1.8 Regularly or irregularly occurring tasks 1.9 Allocating priority and timelines	1.1 Identifying tasks accurately according to instructions 1.2 Developing work plans according to assignment requirements and employer policy 1.3 Allocating priority and timelines to each task 1.4 Determining tasks deadlines and comply with whenever possible 1.5 Determining and completing work schedules according to agreed time frames
2. Maintain quality of performance	2.1 Personal performance continually monitored against agreed performance standards 2.2 Advice and guidance sought when necessary to achieve or maintain agreed standards 2.3 Guidance from management applied to achieve or maintain agreed standards 2.4 Standard of work clarified and agreed according to employer policy and procedures	2.1 Monitoring personal performance 2.2 Determining performance standards 2.3 Interpreting work standards 2.4 Quality of work	2.1 Monitoring personal performance continually against agreed performance standards 2.2 Seeking advice and guidance when necessary to achieve or maintain agreed standards 2.3 Applying guidance from management to achieve or maintain agreed standards

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			2.4 Clarifying and agreeing on standard of work according to employer policy and procedures
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to 3.2 Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy 3.3 Client fully informed of all relevant security matters in a timely manner	3.1 Interpersonal skills 3.2 Customer service skills 3.3 Telephone etiquette 3.4 Maintaining records	3.1 Adhering to client expectations for reliability, punctuality and appearance 3.2 Identifying, attending with and recording possible causes of client/customer dissatisfaction according to employer policy 3.3 Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	1.1 May be identified through: <ul style="list-style-type: none"> 1.1.1 Assignment Instructions 1.1.2 Verbal Instructions by Senior Staff/household members 1.1.3 Policy Documents 1.1.4 Duty Statements 1.1.5 Self-Assessment 1.2 May be: <ul style="list-style-type: none"> 1.2.1 Daily tasks 1.2.2 Weekly tasks 1.2.3 Regularly or irregularly occurring tasks
2. Performance Standards	May include: <ul style="list-style-type: none"> 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires that the candidate: <ul style="list-style-type: none"> 1.1 Planned for completion of own workload 1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements 1.3 Demonstrated capacity to complete task within specified time frame 1.4 Maintained quality of own performance
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Assessment Centers/Venues 2.2 Accredited Assessors 2.3 Modes of Assessment 2.4 Evaluation Reports 2.5 Access to relevant venue, equipment and materials 2.6 Assignment Instructions 2.7 Logbooks 2.8 Operational manuals and makers'/customers' instructions 2.9 Assessment Instruments, including personal planner and assessment record book
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1 Written Test 3.2 Demonstration 3.3 Observation 3.4 Questioning
4. Context of Assessment	4.1 Competency may be assessed in actual workplace or in a simulated work setting

UNIT OF COMPETENCY : APPLY QUALITY STANDARDS**UNIT CODE : SOC514203**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, organizational procedures and other client requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized Bold</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess clients service needs	1.1. Work instruction is obtained and work is carried out in accordance with standard operating procedures. 1.2. Clients needs are checked against workplace standards and specifications. 1.3. Faults on clients and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures. 1.4 Clients profile and service extended to them are documented in accordance with workplace procedures.	1.1 Relevant processes 1.2 Quality checking procedures 1.3 Client relations 1.4 Work place procedures 1.5 Safety and environmental aspects of service processes 1.6 Error identification and reporting 1.7 Quality improvement processes	1.1 Reading skills required to interpret work instructions, 1.2 Communication skills needed to interpret and apply defined work procedures 1.3 Carry out work in accordance with OHS policies and procedures 1.4 Critical thinking 1.5 Solution providing and decision making 1.6 Interpersonal skills or dealing with varied type of clients
2. Assess own work	2.1 Documentation relative to quality within the company is identified and used 2.2 Completed work is checked against workplace standards relevant to the task undertaken 2.3 Information on the quality and other indicators of production performance is recorded in accordance with workplace procedures 2.4 Deviations from specified quality	2.1 Safety and environmental aspects 2.2 Fault identification and reporting 2.3 Workplace procedure in documenting completed work 2.4 Workplace Quality Indicators	2.1 Carry out work in accordance with OHS policies and procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized Bold</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	standards , causes are documented and reported in accordance with the workplace standards operating procedures		
3. Engage in quality improvement	3.1 Process improvement procedures are participated in relation to workplace assignment 3.2 Work is carried out in accordance with process improvement procedures 3.3 Performance of operation or service to ensure customer satisfaction is monitored	3.1 Quality improvement processes 3.2 Company customers defined	3.1 Solution providing and decision-making 3.2 Practice company process improvement procedure

RANGE OF VARIABLES

VARIABLE	RANGE
1. Documentation	May include: 1.1. Organization work procedures 1.2. Manufacturer's instruction manual 1.3. Customer requirements 1.4. Forms
2. Quality standards	May include: 2.1 Services rendered 2.2 Final product 2.3 Timely Delivery
3 Customer	May include: 3.1 Co-worker 3.2 Client

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1. Carried out work in accordance with the company's standard operating procedures 1.2. Performed task according to specifications 1.3. Reported defects detected in accordance with standard operating procedures 1.4. Carried out work in accordance with the process improvement procedures
2. Resource Implications	The following resources should be provided: 2.1 Work area appropriate to the unit of competency 2.2 Tools, materials and equipment appropriate to the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Observation 3.2. Questioning 3.3. Practical demonstration
4. Context of Assessment	4.1 Assessment may be conducted in the workplace or in a simulated work environment.

CORE COMPETENCIES

UNIT OF COMPETENCY : PREPARE APPROPRIATE DOCUMENTS FOR COURT HEARINGS/PROCEEDINGS

UNIT CODE : SOC413301

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to prepare appropriate documents for court hearings/proceedings in accordance with workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Secure copy of the court calendar	1.1 Number of cases set on the particular hearing day is checked in accordance with established procedures 1.2 Entries checked in accordance with court calendar at all times 1.3 Copy of court calendar is attached to own calendar folder in accordance with established procedures	1.1 Court Calendar 1.2 Established Procedures 1.3 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government) 1.4 Computer Operation and Software Operation 1.5 Occupational Safety and Health 1.6 Waste Management 1.7 Basic Mathematical Operations (addition, subtraction, multiplication, division)	1.1 Interpersonal Skills 1.2 Keen observation to details 1.3 Typing Skills 1.4 Ability to use legal terms and forms 1.5 Computer literate
2. Get case folder from court interpreter or docket clerks	2.1 Case folders set on the particular hearing day are checked for completeness in accordance with the established procedures 2.2 Case folders are verified with the court interpreter or docket clerks whether they correspond to the cases set for hearing and in accordance with the court calendar 2.3 Pleadings are checked whether they	2.1 Case Folders 2.2 Established Procedures 2.3 Court Interpreter 2.4 Docket Clerks 2.4.1 Criminal 2.4.2 Civil-In-Charge 2.5 Pleadings 2.6 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government)	2.1 Interpersonal Skills 2.2 Keen observation to details 2.3 Typing Skills 2.4 Ability to use legal terms and forms 2.5 Computer literate

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>are attached to the case folders in accordance with the established procedures</p> <p>2.4 Case folders are arranged in accordance with the court calendar</p>	<p>2.7 Computer Operation and Software Operation</p> <p>2.8 Occupational Safety and Health</p> <p>2.9 Waste Management</p> <p>2.10 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p>	
<p>3. Prepare templates for court orders</p>	<p>3.1. Templates for court orders are arranged in accordance with the court calendar</p> <p>3.2. Entries in the templates for court orders are typed in accordance with the established procedures.</p> <p>3.3 Templates for court orders are saved in the computer or USB/External Drive and in accordance with the established procedures.</p>	<p>3.1 Templates for Court Orders</p> <p>3.2 Accuracy</p> <p>3.3 Speed</p> <p>3.4 Grammar, Punctuation, Spelling, Capitalization and Phonetics</p> <p>3.5 Medical and Legal Terms</p> <p>3.6 Established Procedures</p> <p>3.7 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government)</p> <p>3.1 Computer Operation and Software Operation</p> <p>3.2 Occupational Safety and Health</p> <p>3.3 Waste Management</p> <p>3.4 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>3.5 Use of Computer and appropriate Software</p>	<p>3.1 Typing Skills</p> <p>3.2 Computer Literate</p> <p>3.3 Time Management</p> <p>3.4 Keen observation to details</p> <p>3.5 Ability to use legal terms and forms</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Return case folders to court interpreter or docket clerks	<p>4.1 Case folders to be returned are checked for completeness in accordance with the established procedure.</p> <p>4.2 Case folders are returned to the court interpreter or to the docket clerks in accordance with the established procedure.</p> <p>4.3 Case folders returned are counter checked by the court interpreter if complete or not in accordance with the court calendar.</p>	<p>4.1 Case Folders</p> <p>4.2 Established Procedures</p> <p>4.3 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government)</p> <p>4.4 Computer Operation and Software Operation</p> <p>4.5 Occupational Safety and Health</p> <p>4.6 Waste Management</p> <p>4.7 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p>	<p>4.1 Interpersonal Skills</p> <p>4.2 Keen observation to details</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Entries	May include: 1.1 Letterhead 1.2 Name of the Judge 1.3 Name of the Public Prosecutor 1.4 Name of the Public Attorney 1.5 Name of the Branch Clerk of Court 1.6 Name of Court Interpreter 1.7 Name of the Court Stenographer 1.8 Date and Time of Court Hearing 1.9 Number of Cases 1.10 Status of Cases 1.11 Name of Accused 1.12 Case Number
2. Court Calendar	May include: 2.1 Criminal Calendar 2.1.1 Case Number 2.1.2 Crime/Offense Charge 2.1.3 Name of the Accused 2.1.4 Status of the Accused (Bonded or Detained) 2.1.5 Status of the Case 2.1.6 Name of Witnesses 2.1.7 Status of Witnesses 2.1.8 Name of Counsel or Lawyer 2.1.9 Name of Private Prosecutors 2.1.10 Date of Other Settings 2.2 Civil Calendar 2.2.1 Case Number 2.2.2 Complaint/Petition 2.2.3 Name of the Parties 2.2.4 Status of the Case 2.2.5 Name of Witnesses 2.2.6 Status of Witnesses 2.2.7 Name of Counsel or Lawyer 2.2.8 Date of Other Settings
3. Case Folder	May include: 3.1 Criminal Case Folder 3.1.1 Information 3.1.2 Resolution 3.1.3 Referral Letter 3.1.4 Affidavits 3.1.5 Exhibits/Annexes 3.1.6 Pleadings 3.1.7 Orders 3.1.8 Bond of Accused 3.1.9 Warrant of Arrest 3.1.10 Subpoena 3.1.11 Search Warrant 3.1.12 Notice of Hearing 3.1.13 Minutes of Hearing 3.1.14 Decision/Judgement

	3.2 Civil Case Folder <ul style="list-style-type: none"> 3.2.1 Complaint/Petition 3.2.2 Summons/Notice of Hearing 3.2.3 Order 3.2.4 Answer 3.2.5 Pleadings 3.2.6 Writs 3.2.7 Annexes 3.2.8 Exhibit 3.2.9 Bonds 3.2.10 Minutes of Hearings 3.2.11 Publications 3.2.12 Decision 3.2.13 Notice of Appeal 3.2.14 Certificate of Finality 3.2.15 Execution
4. Pleadings	May include: <ul style="list-style-type: none"> 4.1 Criminal Pleadings <ul style="list-style-type: none"> 4.1.1 Motion to post bail/Withdrawal of cash bond 4.1.2 Petition for bail 4.1.3 Motion to reduce bail 4.1.4 Motion to Release On Recognizance (ROR) 4.1.5 Compliance/Manifestation 4.1.6 Entry/Withdrawal of Appearance 4.1.7 Motion for Postponement/Resetting 4.1.8 Motion for Extension 4.1.9 Formal offer of evidence/exhibits 4.1.10 Comments/Opposition or Objection 4.1.11 Motion to enter plea bargaining 4.1.12 Application for probation 4.1.13 Probation reports 4.2 Civil Pleadings <ul style="list-style-type: none"> 4.2.1 Answer 4.2.2 Pre-trial Brief 4.2.3 Compliance/Manifestation 4.2.4 Entry/Withdrawal of Appearance 4.2.5 Motion for Postponement/Resetting 4.2.6 Motion for Extension 4.2.7 Formal offer of evidence/exhibits 4.2.8 Comments/Opposition or Objection 4.2.9 Memorandum/Memoranda 4.2.10 Motion for summons for publication 4.2.11 Motion to dismiss/Notice of Dismissal 4.2.13 Motion to Archive 4.2.13 Motion to revive 4.2.14 Position Paper
5. Template	May include: <ul style="list-style-type: none"> 5.1 Court Orders 5.2 Constancia 5.3 Report
6. Court Orders	May include: <ul style="list-style-type: none"> 6.1 Arraignment

	6.2 Pre-trial Order 6.3 Order of Provisional Dismissal 6.4 Order of Permanent Dismissal 6.5 Release Order 6.6 Order in Open Court 6.7 Order in Chambers 6.8 Decision/Judgement 6.9 Order of Stipulation 6.10 Order of Issuance of Warrant of Arrest 6.11 Order of Archive 6.12 Order of Resetting/Postponement 6.13 Order of Revival of Case 6.14 Amended Order
7. Entries in the templates	May include; 7.1 Letterhead 7.2 Caption of the Case 7.3 Title 7.4 Body of the Order 7.5 Date and Place of Issuance of the Order 7.6 Name of the Presiding Judge 7.7 Initial of the Presiding judge and the Stenographer 7.8 Copy Furnish (e.g. Parties and Counsel)

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Secured copy of the court calendar 1.2 Got case folder from court interpreter or docket clerks 1.3 Prepared templates for court orders 1.4 Returned case folders to court interpreter or docket clerks
2. Resource Implications	The following resources should be provided: 2.1 Work area appropriate for the unit of competency 2.2 Tools, materials and equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written Test 3.4 Third-Party Report
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : PERFORM REGULAR OPEN COURT HEARING FUNCTIONS

UNIT CODE : SOC413302

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to perform regular open court hearing functions to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare any kind of recorder to be used for regular open court proceedings	1.1 Recorder is checked for its functionality in accordance with established procedures 1.2 Battery operated tape recorder is checked for its functionality in accordance with established procedures 1.3 Memory card of the digital voice recorder is checked for its functionality in accordance with established procedures	1.1 Recorder (e.g Digital Voice Recorder (DVR), Battery Operated, Cassette Tape Recorder (cellphone) 1.2 Established Procedures 1.3 Data Privacy Act 1.4 Computer and Software Operation 1.5 Occupation Safety and Health 1.6 Waste Management 1.7 Basic Mathematical Operations (addition, subtraction, multiplication, division) 1.8 Use computer and appropriate software 1.9 Supplies and Materials	1.1 Ability to be ready at all times 1.2 Ability to manage time at all times 1.3 Ability to observe quality of work 1.4 Keen observation to details 1.5 Good vision 1.6 Interpersonal Skills
2. Prepare supplies, materials and other appropriate resources	2.1 Supplies and materials are readied in the stenographer's table in accordance with established procedures 2.2 Other appropriate resources are prepared in the stenographer's table in accordance with the established procedures	2.1 Established procedures 2.2 Occupational Safety and Health 2.3 Waste Management 2.4 Basic Mathematical Operations (addition, subtraction, multiplication, division)	2.1 Ability to be ready at all times 2.2 Ability to manage time at all times 2.3 Ability to observe quality of work 2.4 Keen observation to details 2.5 Good vision 2.6 Interpersonal Skills
3. Take down all open court orders/proceedings	3.1 Court proceedings are written down/taped using steno machine in accordance with appropriate skills and established procedures	3.1 Court Proceedings 3.2 Data Privacy Act (Chapter VII- Security of Sensitive Personal	3.1 Interpersonal Skills 3.2 Keen observation to details 3.3 Computer literate

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.2 Court orders dictated in open court are typed in draft form in accordance with the established procedures.</p> <p>3.3 Court Orders in draft form are printed and/or e-mailed to the Presiding Judge for review, edit and correction/revision to final form in accordance with established procedures</p> <p>3.4 All court orders are printed to final form for signature of the Presiding Judge and in accordance with established procedures.</p>	<p>Information in Government)</p> <p>3.3 Legal and Medical Terms</p> <p>3.4 Keyboarding Speed and Accuracy</p> <p>3.5 Grammar, Punctuation, Spelling, Capitalization and Phonetics</p> <p>3.5 Established Procedures</p> <p>3.6 Occupational Safety and Health</p> <p>3.7 Waste Management</p> <p>3.8 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>3.9 Use of Computer and appropriate Software</p>	<p>3.4 Good hearing ability</p> <p>3.5 Clear vision</p> <p>3.6 Typing skills</p> <p>3.7 Shorthand ability</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Recorder	May include: 1.1 Digital Voice Recorder (DVR) 1.2 Battery Operated 1.3 Cellphone 1.4 Cassette Tape Recorder
2. Supplies and Materials	May include: 2.1 Yellow/white pad paper 2.2 Onion Skin 2.3 Bond paper 2.4 Mimeograph Paper 2.5 Pen and Pentel Pen 2.6 Pencils 2.7 Stapler, Staple Wire and Staple Wire Remover
3. Appropriate Resources	May include: 3.1 Steno Machine 3.2 Steno Pad 3.3 Steno Machine Ink
4. Established Procedures	May include: 4.1 Procedures in Accuracy (spelling, punctuation, syntax) 4.2 Procedures on Shorthand Writing, Steno Typing and Keyboarding) 4.3 Procedures in Grammar and Phonetics 4.4 Medical and Legal Terminology Procedures 4.5 Court Room and Chambers Procedures 4.6 Transcribing Procedures

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared any kind of voice recorders 1.2 Prepared supplies and materials 1.3 Took down all open court orders/proceedings
2. Resource Implications	The following resources should be provided: 2.1 Work area appropriate for the unit of competency 2.1 Tools, materials and equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written Test 3.4 Third-Party Report
4 Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : PERFORM AUTOMATED OPEN COURT HEARING FUNCTIONS

UNIT CODE : SOC413303

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to perform automated open court hearing functions in accordance with workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Set-up equipment to be used for automated hearing	1.1 Equipment are checked/prepared for their functionality in accordance with established procedures 1.2 Templates saved in the USB are copied to the Computer or laptop to be used by the Presiding Judge and the Court Stenographer in accordance with established procedures	1.1 Equipment 1.2 Established Procedures 1.3 Computer and Software Operation 1.4 Occupation Safety and Health 1.5 Waste Management 1.6 Basic Mathematical Operations (addition, subtraction, multiplication, division) 1.7 Use computer and appropriate software	1.1 Keen observation to details 1.2 Good Vision 1.3 Interpersonal Skills
2. Prepare supplies and materials	2.1 Supplies and materials are readied in the stenographer's table in accordance with established procedures 2.2 Tools are organized in the stenographer's table in accordance with established procedure 2.3 Other appropriate resources are prepared in the stenographer's table in accordance with the established procedure	2.1 Supplies and Materials 2.2 Established Procedures 2.3 Computer and Software Operation 2.4 Occupational Safety and Health 2.5 Waste Management 2.6 Basic Mathematical Operations (addition, subtraction, multiplication, division) 2.7 Use computer and software	2.1 Keen observation to details 2.2 Good Vision 2.3 Interpersonal Skills
3. Take down all open court orders/proceedings	3.1 Court proceedings are written down in accordance with established procedures 3.2 Court orders are encoded in the template	3.1 Court Proceedings 3.2 Data Privacy Act (Chapter VII- Security of Sensitive Personal	3.1 Typing Skills 3.2 Computer literate 3.3 Ability to observe time management 3.4 Keen observation to details

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>and in accordance with established procedures</p> <p>3.3 Court orders dictated/encoded in open court are reviewed, edited and corrected to final form and in accordance with established procedures</p> <p>3.4 All court orders are printed in final form for signature of presiding judge and in accordance with established procedures</p>	<p>Information in Government)</p> <p>3.3 Legal and Medical Terms</p> <p>3.4 Keyboarding Speed and Accuracy</p> <p>3.5 Grammar, Punctuation, Spelling, Capitalization and Phonetics</p> <p>3.6 Established Procedures</p> <p>3.7 Occupational Safety and Health</p> <p>3.8 Waste Management</p> <p>3.9 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>3.10 Use Computer and Appropriate Software</p>	<p>3.5 Ability to use legal terms and forms</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Equipment	May include: 1.1 Laptop for the Judge 1.2 Desktop for the stenographer (Monitor and CPU) 1.3 Keyboard 1.4 Mouse and mouse pad 1.5 Uninterruptible Power Supply (UPS) 1.6 Printer for automated hearing 1.7 Digital Voice Recorder (DVR) 1.8 External Hard Drive
2. Supplies and Materials	May include: 2.1 Yellow/White Pad Paper 2.2 Onion Skin 2.3 Bond Paper 2.4 Mimeograph Paper 2.5 Pen and Pentel Pen 2.6 Pencils 2.7 Stapler, Staple Wire and Staple Wire Remover 2.8 Scissors 2.9 Ruler 2.10 Scotch Tape/Masking Tape 2.11 Paper Clips 2.12 Folders 2.13 Envelopes 2.14 Fastener 2.15 Puncher 2.16 Paste

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Set-up equipment to be used for automated hearing 1.2 Prepared supplies, tools and materials 1.3 Took down all automated open court orders/proceedings
2. Resource Implications	The following resources should be provided: 2.1 Work area appropriate for the unit of competency 2.2 Tools, materials and equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written Test 3.4 Third-Party Report
4 Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : PERFORM VIDEO CONFERENCE HEARING FUNCTIONS

UNIT CODE : SOC413304

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to perform video conference hearing functions to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Set-up equipment to be used for video-conference hearing	1.1 Equipment and tools are checked and prepared for their functionality in accordance with established procedures 1.2 Templates saved in the USB are copied to the computer or laptop to be used by the Presiding Judge and the Court Stenographer in accordance with established procedures 1.3 Internet access of the lawyer and parties are checked in accordance with established procedures	1.1 Equipment 1.2 Established Procedure 1.3 Computer Operation and Software Operation 1.4 Occupational Safety and Health 1.5 Waste Management 1.6 Basic Mathematical Operations (addition, subtraction, multiplication, division) 1.7 Use of computer and appropriate software	1.1 Interpersonal Skills 1.2 Keen observation to details 1.3 Ability to observe time management
2. Verify and accept notice of hearing via e-mail	2.1 Internet access data is checked at all times 2.2 E-mail notice sent by the Branch Clerk of Court or Officer-in-Charge for video conference hearing is checked in accordance with the established procedures 2.3 Link or access code is clicked to join the videoconference hearing and in accordance with the established procedures 2.4 Video conference proceedings is participated in for the purpose of taking stenographic notes and	2.1 Notice of Hearing via E-Mail 2.2 Established Procedures 2.3 Computer and Software Operation 2.4 Occupational Safety and Health 2.5 Waste Management 2.6 Basic Mathematical Operations (addition, subtraction, multiplication, division) 2.7 Use of Computer and appropriate software	2.1 Interpersonal Skills 2.2 Keen observation to details 2.3 Ability to observe time management

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	followed established procedures		
3. Take down video conference proceedings	<p>3.1 Video conference proceedings are written down in accordance with the established procedures.</p> <p>3.2 Court orders in the videoconference hearing are prepared in accordance with the established procedures.</p> <p>3.3 Court orders in the videoconference are reviewed, edited and corrected to final form and in accordance with the established procedures</p> <p>3.4 Court orders are printed to final form for signature of the Presiding Judge in accordance with the established procedures</p> <p>3.5 Copies of all signed court orders are prepared and turned-over to the docket clerks for proper disposition and in accordance with the established procedures</p> <p>3.6 Hard copies of the orders are printed for court records and in accordance with the established procedures</p>	<p>3.1 Court Proceedings</p> <p>3.2 Legal and Medical Terms</p> <p>3.3 Keyboarding Speed and Accuracy</p> <p>3.4 Grammar and Phonetics</p> <p>3.5 Established Procedures</p> <p>3.6 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government)</p> <p>3.7 Computer Operation and Software Operation</p> <p>3.8 Occupational Safety and Health</p> <p>3.9 Waste Management</p> <p>3.10 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>3.11 Use of Computer and appropriate software</p>	<p>3.1 Interpersonal Skills</p> <p>3.2 Keen observation</p> <p>3.3 Computer literate</p> <p>3.4 Ability to observe time management</p> <p>3.5 Clear vision</p> <p>3.6 Readiness</p> <p>3.7 Timeliness</p> <p>3.8 Quality</p> <p>3.9 Speed typing skills</p> <p>3.10 Shorthand ability</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Equipment and Tools	May include: 1.1 Laptop for the judge 1.2 Desktop for the stenographer (monitor and CPU) 1.3 Keyboard 1.4 Mouse and mousepad 1.5 Uninterruptible power supply (UPS) 1.6 Printer 1.7 Digital Voice Recorder (DVR) 1.8 External hard drive 1.9 Earphone or headphone 1.10 WiFi for internet access
2. E-mail notice	May include: 2.1 Notice to the Presiding Judge 2.2 Notice to the parties and counsel 2.3 Notice to the jail (for the accused) 2.4 Notice to the Public Prosecutor/Private Prosecutor 2.5 Notice to the Public Attorney/Counsel de Parte 2.6 Notice to the Court Stenographer 2.7 Notice to the witness/es.

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Verified and accepted notice of hearing via e-mail 1.2 Set-up equipment used for video-conference hearing 1.3 Took down video conference proceedings.
2. Resource Implications	The following resources should be provided: 2.1 Workplace appropriate for the unit of competency 2.2 Tools, Materials and Equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written test 3.4 Third-party report
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : PREPARE STENOGRAPHIC NOTES**UNIT CODE : SOC413305****UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes required to prepare stenographic notes in accordance with workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Set-up equipment to be used for transcribing stenographic notes	1.1 Equipment are checked and prepared for their functionality in accordance with the established procedures. 1.2 Recordings are saved in the Digital Voice Recorder (DVR) and are transported to the computer or laptop of the court stenographer in accordance with the established procedures. 1.3 Case folders proceeded to trial are borrowed from the docket clerks in accordance with the established procedures. 1.4 Case folders proceeded to trial are arranged and transcript of <i>stenographic notes</i> that needs to be transcribed immediately are prioritized (e.g. cases submitted for decision, petition for bail, permanent protections orders (PPO), temporary restraining orders (TRO)) and in accordance with the established procedures.	1.1 Nomenclature, Use and Maintenance of Equipment 1.2 Established procedures 1.3 Computer Operation and Software Operation 1.4 Transcript of Stenographic Notes 1.5 Occupation Safety and Health 1.6 Waste Management 1.7 Basic Mathematical Operations (addition, subtraction, multiplication, division) 1.8 Use computer and appropriate software	1.1 Interpersonal Skills 1.2 Keen observation to details 1.3 Computer literate 1.4 Ability to observe time management 1.5 Clear vision 1.6 Readiness. 1.7 Timeliness. 1.8 Quality 1.9 Typing skills
2. Prepare supplies and materials	2.1 Supplies and materials are readied in the stenographer's table in accordance with the	2.1 Supplies, materials and appropriate resources	2.1 Keen observation to details 2.2 Ability to manage time 2.3 Quality

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>established procedures.</p> <p>2.2 Other appropriate resources are prepared in the stenographer's table in accordance with the established procedures.</p>	<p>2.2 Established procedures</p> <p>2.3 Computer Operation and Software Operation</p> <p>2.4 Occupation Safety and Health</p> <p>2.5 Waste Management</p> <p>2.6 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>2.7 Use computer and appropriate software</p>	<p>2.4 Computer literate</p> <p>2.5 Interpersonal skills</p> <p>2.6 Typing skills</p>
3. Prepare transcript of stenographic notes	<p>3.1 All transcript of stenographic notes is typed in accordance with appropriate form/format and established procedures</p> <p>3.2 All transcript of stenographic notes is reviewed in accordance with appropriate form and established procedures</p> <p>3.3 All transcript of stenographic notes is printed in accordance with appropriate form and established procedures</p> <p>3.4 All transcript of stenographic notes is certified true and correct in accordance with and established procedures</p> <p>3.5 All transcript of stenographic notes is written in the logbook in accordance with established procedures</p> <p>3.6 All original transcript of stenographic notes are submitted to the Branch Clerk of court or Officer-In-Charge and in accordance with established procedures</p>	<p>3.1 Transcript of Stenographic Notes</p> <p>3.2 Format of Transcript of Stenographic Notes</p> <p>3.3 Established procedures</p> <p>3.4 Occupational Safety and Health</p> <p>3.5 Waste Management</p> <p>3.6 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>3.7 Use Computer and Appropriate Software</p> <p>3.8 Use of other appropriate equipment</p>	<p>3.1 Keen observation to details</p> <p>3.2 Ability to observe time management</p> <p>3.3 Quality</p> <p>3.4 Computer literate;</p> <p>3.5 Interpersonal skills</p> <p>3.6 Ability to write legibly;</p> <p>3.7 Clerical aptitude;</p> <p>3.8 Neatness;</p> <p>3.9 Good physical condition</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Stenographic Notes	May include: 1.1 Steno Notes During Trial on the Merits 1.2 Steno Notes Dictated in Chamber 1.3 Steno Notes Conducted During Ocular Inspection 1.4 Steno Notes Conducted During Ex-parte' Hearings 1.5 Steno Notes Conducted During Preliminary Conference
2. Appropriate Form/Format	May include: 2.1 Letterhead 2.2 Case Caption 2.3 Title of Document 2.4 Name of the Presiding Judge 2.5 Names of Court Staff 2.6 Appearances of Counsels 2.7 Name of the Witness 2.8 Body/Contents of Transcript of Stenographic Notes 2.9 Certification of Court Stenographer

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Set-up equipment to be used for automated hearing 1.2 Prepared supplies, materials and appropriate resources 1.3 Prepared transcript of stenographic notes
2. Resource Implications	The following resources should be provided: 2.1 Workplace appropriate for the unit of competency Tools, Materials and Equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written Test 3.4 Third-Party Report
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : FILE DOCUMENTS**UNIT CODE : SOC413306****UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes required to file documents in accordance with workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare documents for filing	1.1 Documents for filing are determined in accordance with the established procedures 1.2 Documents are compiled in accordance with established procedures 1.3 Entries in the logbook are properly filled-up and in accordance with established procedures	1.1 Documents for Filing 1.2 Established procedures 1.3 Logbook 1.4 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government) 1.5 Computer Operation and Software Operation 1.6 Occupation Safety and Health 1.7 Waste Management 1.8 Basic Mathematical Operations (addition, subtraction, multiplication, division) 1.9 Use computer and appropriate software	1.1 Keen observation to details 1.2 Good vision 1.3 Interpersonal Skills
2. Prepare supplies and materials for labelling	2.1 Supplies and materials for labelling are determined in accordance with established procedures 2.2 Supplies and materials for labelling are cut in accordance with established procedures 2.3 Supplies and materials for labelling are applied with adhesive in accordance with established procedures	2.1 Supplies and Materials 2.2 Established procedures 2.3 Computer Operation and Software Operation 2.4 Occupation Safety and Health 2.5 Waste Management 2.6 Basic Mathematical Operations (addition, subtraction,	2.1 Keen observation to details 2.2 Good vision 2.3 Interpersonal Skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		multiplication, division) 2.7 Use computer and appropriate software	
3. Label and file documents	3.1 Labels for documents are prepared in accordance with established procedures 3.2 Label to appropriate Transcript of Stenographic Notes folders/envelopes are attached in accordance with established procedures 3.3 Documents are filed in appropriate filing cabinets	3.1 Transcript of Stenographic Notes 3.2 Stenographic Notes 3.3 Court Calendar 3.4 Established procedures 3.5 Data Privacy Act 3.6 Computer Operation and Software Operation 3.7 Occupation Safety and Health 3.8 Waste Management 3.9 Basic Mathematical Operations (addition, subtraction, multiplication, division) 3.10 Use of computer and appropriate software	3.1 Keen observation to details 3.2 Good vision 3.3 Interpersonal Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Documents	May include: 1.1 Transcript of Stenographic Notes 1.2 Court Calendar 1.3 Stenographic Notes
2. Entries in the Logbook	May include: 2.1 Date of Hearing 2.2 Case Number 2.3 Name of the Parties/Accused 2.4 Name of the Witness/es 2.5 Date Transcribed 2.6 Date Submitted/Received by the Branch Clerk or Officer-In-Charge
3. Supplies and Materials	May include: 3.1 Bond paper 3.2 Folder 3.3 Envelope 3.4 Logbook 3.5 Ballpen 3.6 Pentel pen
4. Entries in the Logbook	May include: 4.1 Date of Hearing 4.2 Case Number 4.3 Name of the Parties/Accused 4.4 Name of the Witness/es 4.5 Date Transcribed 4.6 Date Submitted/Received by the Branch Clerk or Officer-In-Charge

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared documents for filing 1.2 Prepared supplies and materials for labelling 1.3 Labeled and filed documents
2. Resource Implications	The following resources should be provided: 2.1 Workplace appropriate for the unit of competency 2.2 Tools, Materials and Equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written Test 3.4 Third-Party Report
3 Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : PERFORM OTHER COURT RELATED ADMINISTRATIVE FUNCTIONS

UNIT CODE : SOC413307

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to perform other court related administrative functions to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Mark exhibits/evidences	1.1 Marking materials are prepared in accordance with the established procedures 1.2 Exhibits/evidences are marked in accordance with the established procedures 1.3 Proceedings during the marking of Exhibits/Evidence are taken down in accordance with the established procedure	1.1 Exhibits/Evidences 1.2 Marking of Exhibits/Evidence 1.3 Marking Materials 1.4 Established Procedures 1.5 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government) 1.6 Occupational Safety and Health 1.7 Waste Management 1.8 Basic Mathematical Operations (addition, subtraction, multiplication, division)	1.1 Interpersonal Skills 1.1 Keen observation to details 1.2 Good hearing ability 1.3 Clear vision 1.4 Accuracy 1.5 Shorthand ability
2. Take down ex-parte proceedings	2.1 Supplies and writing materials are prepared in accordance with the established procedure 2.2 Voice Recorder is checked for its functionality and in accordance with the established procedure 2.3 Ex-parte hearing/proceedings are taken down in accordance with the established procedures 2.4 Orders in draft form are prepared for review, edit and revision by the Presiding Judge in accordance with the established procedures	2.1 Ex-Parte Hearing 2.2 Orders 2.3 Court Staff 2.4 Legal and medical terms 2.5 Grammar and phonetics 2.6 Keyboarding speed and accuracy 2.7 Supplies and Materials 2.8 Equipment 2.9 Established Procedures 2.10 Data Privacy Act (Chapter VII- Security of Sensitive Personal	2.1 Interpersonal Skills 2.2 Keen observation to details 2.2 Computer literate 2.3 Good hearing ability 2.4 Clear vision 2.5 Shorthand ability

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.5 Orders are printed to final form for signature by the Presiding Judge in accordance with the established procedures.	Information in Government) 2.11 Computer Operation and Software Operation 2.12 Occupational Safety and Health 2.13 Waste Management 2.14 Basic Mathematical Operations (addition, subtraction, multiplication, division) 2.15 Use of Computer and appropriate software	
3. Take down orders, resolutions and decisions dictated in chamber	3.1 Supplies and writing materials are prepared in accordance with the established procedure. 3.2 Orders, resolutions and decisions are taken down by the stenographer in accordance with the established procedure. 3.3 Orders, resolutions and decisions in draft form are prepared for review, edit and revision by the Presiding Judge in accordance with the established procedures. 3.4 Orders, resolutions and decisions are printed to final form for signature by the Presiding Judge in accordance with the established procedures.	3.1 Court Orders 3.2 Resolutions 3.3 Decisions 3.4 Name and Role of Court Staff 3.5 Legal and Medical Terms 3.6 Grammar and phonetics 3.7 Speed, Accuracy and Keyboarding 3.8 Established Procedures 3.9 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government) 3.10 Computer Operation and Software Operation 3.11 Keyboarding speed and accuracy 3.12 Occupational Safety and Health	3.1 Interpersonal Skills 3.2 Keen observation to details 3.3 Computer literate 3.4 Good hearing ability 3.5 Clear vision 3.6 Shorthand ability

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.13 Waste Management 3.14 Basic Mathematical Operations (addition, subtraction, multiplication, division) 3.15 Use of Computer and appropriate software	
4. Conduct ocular inspection and take representative samples	4.1 Criminal case order is received for ocular inspection and representative samples are taken as appropriate and in accordance with established procedures 4.2 Case folder requested from the docket clerk in accordance with the established procedures 4.3 Writing materials and Voice Recorder are prepared in accordance with established procedures 4.4 Court Stenographer together with the Court staff proceeded to the designated area/place in accordance with the established procedures 4.5 Object/documentary evidence and paraphernalia are presented in accordance with the established procedures 4.6 Case is called as appropriate and in accordance with the established procedures 4.7 Manifestations and/or stipulations are taken down in accordance with the established procedures	4.1 Court Orders 4.2 Ocular Inspection 4.3 Representative Samples 4.4 Legal and Medical Terms 4.5 Object/documentary evidence and paraphernalia 4.6 Manifestations and/or stipulations 4.7 Grammar and phonetics 4.8 Established Procedures 4.9 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government) 4.10 Computer Operation and Software Operation 4.11 Occupational Safety and Health 4.12 Waste Management 4.13 Basic Mathematical Operations (addition, subtraction, multiplication, division)	4.1 Interpersonal Skills 4.2 Keen observation to details 4.1 Good hearing ability 4.2 Clear vision 4.3 Shorthand ability

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variables</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	4.8 Ocular inspection/proceedings and taking of representative samples are conducted in accordance with the established procedures	4.14 Use of computer and appropriate software 4.15 Use of voice recorder	
5. Perform raffle of cases functions	5.1 Copy of list of cases to be raffled are requested in accordance with the established procedures. 5.2 Supplies and writing materials are prepared in accordance with the established procedures. 5.3 Voice Recorder is checked for its functionality in accordance with the established procedure. 5.4 Proceedings in the raffle of cases are taken down in accordance with the established procedures. 5.5 Minutes of the raffle proceedings is prepared and transcribed for signatures by the Executive Judge, Vice-Executive Judges and other attendees/Judges in accordance with the established procedures.	5.1 Cases 5.2 Raffle of Cases 5.3 Established Procedures 5.4 Data Privacy Act (Chapter VII- Security of Sensitive Personal Information in Government) 5.5 Grammar and phonetics 5.6 Accuracy 5.7 Occupational Safety and Health 5.8 Waste Management 5.9 Basic Mathematical Operations (addition, subtraction, multiplication, division) 5.10 Use of Computer and appropriate software 5.11 Use of Voice Recorder	5.1 Interpersonal Skills 5.2 Keen observation to details 5.1 Good hearing ability 5.2 Clear vision 5.3 Computer literate 5.4 Typing skills 5.5 Shorthand ability
6. Perform deposition functions	6.1 Court calendar is secured from court interpreter and in accordance with established procedures 6.2 Supplies, materials and voice recorder are prepared and in accordance with established procedures 6.3 Designated area is visited/proceeded in	6.1 Court Calendar 6.2 Supplies, materials and voice recorder 6.3 Name and Role of Court Staff 6.4 Established Procedures 6.5 Preparation of Court Orders 6.6 Deposition Proceedings	6.1 Interpersonal Skills 6.2 Keen observation to details 6.3 Good hearing ability 6.4 Clear vision 6.5 Computer literate 6.6 Typing skills 6.7 Grammar and phonetics 6.8 Accuracy 6.9 Shorthand ability

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variables</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>accordance with the established procedures.</p> <p>6.4 Appropriate persons/staff are oriented in accordance with established procedures</p> <p>6.5 Witness testimony is taken down in accordance with established procedures</p> <p>6.6 Deposition proceedings is adjourned in accordance with established procedures</p>		
7. Prepare constancia	<p>7.1 Letter head of the particular court is typed accurately in accordance with appropriate format and the established procedures.</p> <p>7.2 Name of the parties are typed correctly in accordance with appropriate format and established procedures.</p> <p>7.3 Case number is typed correctly in accordance with appropriate format and established procedures.</p> <p>7.4 Nature of the case is typed correctly in accordance with the appropriate format and established procedures.</p> <p>7.5 Submit constancia to the Branch Clerk or Officer-in-Charge for signature</p>	<p>7.1 Constancia</p> <p>7.2 Legal and Medical Terms</p> <p>7.3 Keyboarding speed and Accuracy</p> <p>7.4 Grammar and Phonetics</p> <p>7.5 Established Procedures</p> <p>7.6 Occupational Safety and Health</p> <p>7.7 Waste Management</p> <p>7.8 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>7.9 Use Computer and Appropriate Software</p>	<p>7.1 Interpersonal Skills</p> <p>7.2 Keen observation to details</p> <p>7.3 Computer literate</p> <p>7.4 Good hearing ability</p> <p>7.5 Clear vision</p> <p>7.6 Typing skills/ability</p> <p>7.7 Shorthand ability</p>
8. Take down stenographic notes during application for search warrants (Executive	<p>8.1 Supplies and writing materials are prepared in accordance with the established procedure.</p> <p>8.2 Voice Recorder is checked for its functionality and in</p>	<p>8.1 Stenographic Notes during application of search warrants</p> <p>8.2 Legal and Medical Terms</p> <p>8.3 Keyboarding speed and Accuracy</p>	<p>8.1 Interpersonal Skills</p> <p>8.2 Keen observation to details</p> <p>8.3 Computer literate</p> <p>8.4 Good hearing ability</p> <p>8.5 Clear vision</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
Judge matters)	<p>accordance with the established procedure.</p> <p>8.3 <i>Application for search warrant proceedings</i> are taken down in accordance with the established procedures.</p> <p>8.4 Transcript of stenographic notes are transcribed and printed to final form and in accordance with appropriate format and established procedures</p> <p>8.5 Orders in draft form are prepared for review, edit and revision by the Presiding Judge in accordance with the appropriate format and established procedures.</p> <p>8.6 Orders are printed to final form for signature by the Presiding Judge in accordance with the established procedures</p>	<p>8.4 Grammar and Phonetics</p> <p>8.5 Established Procedures</p> <p>8.6 Occupational Safety and Health</p> <p>8.7 Waste Management</p> <p>8.8 Basic Mathematical Operations (addition, subtraction, multiplication, division)</p> <p>8.9 Use Computer and Appropriate Software</p>	<p>8.6 Typing skills/ability</p> <p>8.7 Shorthand ability</p>
9. Take down stenographic notes on the investigation of administrative cases	<p>9.1 Supplies and writing materials are prepared in accordance with the established procedure</p> <p>9.2 Voice Recorder is checked for its functionality and in accordance with the established procedure</p> <p>9.3 Proceedings on the investigation of administrative cases are taken down in accordance with the established procedures</p> <p>9.4 Transcript of stenographic notes are transcribed and printed to final form and in accordance with appropriate format and established procedures</p>	<p>9.1 Stenographic notes on the investigation of administrative cases</p> <p>9.2 Application of Search Warrants</p> <p>9.3 Legal and Medical Terms</p> <p>9.4 Keyboarding speed and Accuracy</p> <p>9.5 Grammar and Phonetics</p> <p>9.6 Established Procedures</p> <p>9.7 Occupational Safety and Health</p> <p>9.8 Waste Management</p> <p>9.9 Basic Mathematical Operations (addition, subtraction,</p>	<p>9.1 Interpersonal Skills</p> <p>9.2 Keen observation to details</p> <p>9.3 Computer literate</p> <p>9.4 Good hearing ability</p> <p>9.5 Clear vision</p> <p>9.6 Typing skills/ability</p> <p>9.7 Shorthand ability</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>9.5 Orders/resolutions/recommendations in draft form are prepared for review, edit and revision by the Presiding Judge/Justice in accordance with the appropriate format and established procedures</p> <p>9.6 Orders/resolutions/recommendations are printed to final form for signature by the Presiding Judge/Justice in accordance with the established procedures</p>	<p>multiplication, division)</p> <p>9.10 Use Computer and Appropriate Software</p>	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Marking Materials	May include: 1.1 Rubber stamp 1.2 Stamp pad with ink 1.3 Pentel pen/ballpen 1.4 Masking tape 1.5 Scissors 1.6 Paste 1.7 Bond paper 1.8 Scotch tape
2. Ex-parte Hearing/Proceedings	May include: 2.1. Land Registration Cases 2.2. Replevin Cases 2.3 Special Proceedings 2.4 Sum of Money 2.5 Correction of Entries 2.6 Miscellaneous Cases 2.7 Issuance of Second Owner's Duplicate Copy
3. Ocular Inspection	May include: 3.1 Place of Incident 3.2 Property 3.3 Vehicles 3.4 Gadgets and Equipment
4. Representative Samples	May include: 4.1 Dangerous Drugs 4.2 Chemical Formula
5. Object Evidence and Paraphernalia	May include: 5.1 Tooter 5.2 Lighter 5.3 Aluminum Foil 5.4 Buy Bust Money 5.5 Weighing Scale 5.6 Transparent Plastic Sachet 5.7 Plastic Container 5.8 Cellphone 5.9 Bladed Weapons 5.10 Firearms/Ammunitions (Live)
6. Documentary Evidence	May include: 6.1 Request for Laboratory Examination 6.2 Request for Drug Test 6.3 Chemistry Report 6.4 Confirmatory Report 6.5 Search Warrant 6.6 Police Blotter 6.7 Chain of Custody Form
7. Search Warrant	May include: 7.1 Unfair Competition 7.2 Dangerous Drugs 7.3 Illegal Possession of Firearms

	7.4 Counterfeit Money 7.5 Child Pornography/Trafficking 7.6 Illegal Gambling Equipment
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EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Exhibits/evidence marked 1.2 Took down ex-parte proceedings 1.3 Took down orders, resolutions and decisions dictated in chamber 1.4 Conducted ocular inspection and took representative samples 1.5 Performed raffle of cases functions 1.6 Performed deposition functions 1.7 Prepared constancia 1.8 Took down stenographic notes during application for search warrants 1.9 Took down stenographic notes on the investigation of administrative cases
2. Resource Implications	The following resources should be provided: 2.1 Workplace appropriate for the unit of competency 2.2 Tools, Materials and Equipment appropriate for the unit of competency
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written test 3.4 Third-party report
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

GLOSSARY OF TERMS

- 1. Case Folder** : contains the tasks, history, and comments that are associated with the case.
- 2. Chamber** : the private office of a judge or a judicial officer where he hears motions, signs papers, and deals with other official matters when not in a session of court.
- 3. Court Calendar** : lists the cases to be heard during a scheduled session of court. It is the calendar in the courthouse which lists the cases and hearings to be held by a court on a particular day, week or month. It is also called a docket, trial schedule or trial list.
- 4. Court Decision** : a decision made by a court
- 5. Court Hearing** : hearing is the formal examination of a cause, civil or criminal, before a judge according to the laws of a particular jurisdiction. In common usage a hearing also refers to any formal proceeding before a court.
- 6. Court Order** : is an official proclamation by a judge (or panel of judges) that defines the legal relationships between the parties to a hearing, a trial, an appeal or other court proceedings. Such ruling requires or authorizes the carrying out of certain steps by one or more parties to a case. A court order must be signed by a judge; some jurisdictions may also require it to be notarized.
- 7. Court Resolution** : a solemn judgment or decision of a court
- 8. E-mail Notice** : an email sent to inform your subscribers about changes or updates to a website or service.
- 9. Ex-Parte Hearings/Proceedings** : legal proceedings that are conducted without notice to, and outside the presence of, other parties affected by the proceeding. Typically, ex parte proceedings are permitted only when a party needs urgent relief that cannot wait until the adverse party is informed of the request and given an opportunity to respond. However, in some jurisdictions, ex parte proceedings require that the adverse party be given minimal notice and an opportunity to respond.
- 10. File Document** : is a text or binary file format for storing documents on a storage media, especially for use by computers. There currently exist a multitude of incompatible document file formats.

- 11. Format/Template** : a description of uniform language used normally in legal documents that has a definite, unvarying meaning in the same context that denotes that the words have not been individually fashioned to address the legal issue presented.
- 12. Object/Documentary Evidence** : is any evidence that is, or can be, introduced at a trial in the form of documents, as distinguished from oral testimony.
- 13. Open Court Hearings** : the appearance by a party or their attorney in a public court session such as during a trial. Normally, the public may be present at trials, hearings and similar routine matters.
- 14. Pleading** : written presentation by a litigant in a lawsuit setting forth the facts upon which he claims legal relief or challenges the claims of his opponent. A pleading includes claims and counterclaims but not the evidence by which the litigant intends to prove his case.
- 15. Recorder** : an apparatus for recording sound, pictures, or data, especially a tape recorder.
- 16. Search Warrant** : is a court order that a magistrate or judge issues to authorize law enforcement officers to conduct a search of a person, location, or vehicle for evidence of a crime and to confiscate any evidence they find.
- 17. Video Conference Court Hearings** : court hearings and proceedings, including the taking of testimony, conducted through videoconferencing technology, or the use of video, audio, and data transmission devices to allow participants in different physical locations to simultaneously communicate by seeing and hearing each other. It can either be done fully remote when none of the participants is physically present in court or partially remote as when at least one of the participants appears physically in court while the others appear from remote locations.

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