COMPETENCY STANDARDS

PRODUCTION OPERATION (PLATING)
LEVEL III

MANUFACTURING SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Luzon Expressway (SLEX), Taguig City, Metro Manila

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MANUFACTURING SECTOR
PRODUCTION OPERATION (PLATING) LEVEL III

COMPETENCY STANDARDS FOR
PRODUCTION OPERATION (PLATING) LEVEL III

The **PRODUCTION OPERATION (PLATING) LEVEL III** consists of competencies that a person must achieve in checking traveler card requirements, checking the control plan requirements, checking the required machine parameters, checking material, loading material, performing monitoring, checking plated material, and stress relief bake.

The Units of Competency comprising this Qualification include the following:

UNIT CODE	BASIC COMPETENCIES
400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organization
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)

UNIT CODE	COMMON COMPETENCIES
ELC311205	Use Hand Tools
ELC311204	Apply Quality Standards
ELC311203	Perform Computer Operations

UNIT CODE	CORE COMPETENCIES
CS-ELC821336	Check traveler card requirements
CS-ELC821337	Check the control plan requirements
CS-ELC821338	Check required machine parameters
CS-ELC821339	Check material
CS-ELC821340	Load material
CS-ELC821341	Perform monitoring
CS-ELC821342	Check plated material
CS-ELC821343	Stress relief bake

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

- Production Operator (Plating)

SECTION 2 COMPETENCY STANDARDS

This section details the contents of the basic, common and core units of competency required in **PRODUCTION OPERATION (PLATING) LEVEL III.**

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE : 400311319

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to lead in the effective dissemination and discussion of ideas, information, and issues in the workplace. This includes preparation of written communication materials.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant ***communication method*** is selected based on workplace procedures 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements 1.3 Questioning is applied to gain extra information 1.4 Relevant sources of information are identified in accordance with workplace/ client requirements 1.5 Information is selected and organized following enterprise procedures 1.6 Verbal and written reporting is undertaken when required	1.1. Organization requirements for written and electronic communication methods 1.2. Effective verbal communication methods 1.3. Business writing 1.4. Workplace etiquette	1.1 Organizing information 1.2 Conveying intended meaning 1.3 Participating in a variety of workplace discussions 1.4 Complying with organization requirements for the use of written and electronic communication methods 1.5 Effective business writing 1.6 Effective clarifying and probing skills 1.7 Effective questioning techniques (clarifying and probing)

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	1.7 Communication and negotiation skills are applied and maintained in all relevant situations		
2. Lead workplace discussions	2.1 Response to workplace issues are sought following enterprise procedures 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to ***workplace discussions*** on such issues as production, quality and safety 2.4 Goals/ objectives and action plans undertaken in the workplace are communicated promptly	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods 2.3 Workplace etiquette	2.1 Organizing information 2.2 Conveying intended meaning 2.3 Participating in variety of workplace discussions 2.4 Complying with organization requirements for the use of written and electronic communication methods 2.5 Effective clarifying and probing skills
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Workplace etiquette 3.4 Communication problems and issues 3.5 Barriers in communication	3.1 Organizing information 3.2 Conveying intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills 3.6 Identifying issues

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	issues are raised as they arise 3.5 Identify barriers in communication to be addressed appropriately		3.7 Negotiation and communication skills

RANGE OF VARIABLE

VARIABLE	RANGE
1. Methods of communication	May include: 1.1 Non-verbal gestures 1.2 Verbal 1.3 Face-to-face 1.4 Two-way radio 1.5 Speaking to groups 1.6 Using telephone 1.7 Written 1.8 Internet
2. Workplace discussions	May include: 2.1 Coordination meetings 2.2 Toolbox discussion 2.3 Peer-to-peer discussion

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with a range of communication/information at one time 1.2 Demonstrated leadership skills in workplace communication 1.3 Made constructive contributions in workplace issues 1.4 Sought workplace issues effectively 1.5 Responded to workplace issues promptly 1.6 Presented information clearly and effectively written form 1.7 Used appropriate sources of information 1.8 Asked appropriate questions 1.9 Provided accurate information
2. Resource Implications	The following resources should be provided: 2.1 Variety of Information 2.2 Communication tools 2.3 Simulated workplace
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Case problem 3.2 Third-party report 3.3 Portfolio 3.4 Interview 3.5 Demonstration/Role-playing
4. Context of Assessment	4.1 Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : LEAD SMALL ITEMS

UNIT CODE : 400311320

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes to lead small teams including setting, maintaining and monitoring team and individual performance standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Provide team leadership	1.1 ***Work requirements*** are identified and presented to team members based on company policies and procedures 1.2 Reasons for instructions and requirements are communicated to team members based on company policies and procedures 1.3 ***Team members' and leaders' concerns*** are recognized, discussed and dealt with based on company practices	1.1 Facilitation of Team work 1.2 Company policies and procedures relating to work performance 1.3 Performance standards and expectations 1.4 Monitoring individual's and team's performance vis a vis client's and group's expectations	1.1 Communication skills required for leading teams 1.2 Group facilitation skills 1.3 Negotiating skills 1.4 Setting performance expectation
2. Assign responsibilities	2.1 Responsibilities are allocated having regard to the skills, knowledge and aptitude required to undertake task based on company policies 2.2 Duties are allocated having regard to individual preference, domestic and	2.1 Work plan and procedures 2.2 Work requirements and targets 2.3 Individual and group expectations and assignments 2.4 Ways to improve group leadership and membership	2.1 Communication skills 2.2 Management Skills Negotiating skills 2.3 Evaluation skills 2.4 Identifying team member's strengths and rooms for improvement

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	personal considerations, whenever possible		
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs 3.2 Performance expectations are based on individual team member's knowledge, skills and aptitude 3.3 Performance expectations are discussed and disseminated to individual team members	3.1 One's roles and responsibilities in the team 3.2 Feedback giving and receiving 3.3 Performance expectation	3.1 Communication skills 3.2 Accurate empathy 3.3 Congruence 3.4 Unconditional positive regard 3.5 Handling of Feedback
4. Supervise team performance	4.1 ***Performance is monitored*** based on defined performance criteria and/or assignment instruction 4.2 Team members are provided with ***feedback***, positive support and advice on strategies to overcome any deficiencies based on company practices 4.3 ***Performance issues*** which cannot be rectified or addressed within the team are referred to	4.1 Performance coaching 4.2 Performance management 4.3 Performance issues	4.1 Communication skills required for leading teams 4.2 Coaching skill

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	appropriate personnel according to employer policy 4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction 4.5 Team operations are monitored to ensure that employer/client needs and requirements are met 4.6 Follow-up communication is provided on all issues affecting the team 4.7 All relevant documentation is completed on accordance with company procedures		

RANGE OF VARIABLE

VARIABLE	RANGE
1. Work requirements	May include: 1.1 Client profile 1.2 Assignment instructions
2. Team member's concerns	May include: 2.1 Roster/shift details
3. Monitor performance	May include: 3.1 Formal process 3.2 Informal process
4. Feedback	May include: 4.1 Formal process 4.2 Informal process
5. Performance issues	May include: 5.1 Work output 5.2 Work quality 5.3 Team participation 5.4 Compliance with workplace protocols 5.5 Safety 5.6 Customer service

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2 Assessed and monitored team and individual performance against set criteria 1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or task
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written examination 3.2 Oral Questioning 3.3 Portfolio

4. Context of Assessment	4.1 Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : **APPLY CRITICAL THINKING AND PROBLEM-SOLVING TECHNIQUES IN THE WORKPLACE**

UNIT CODE : **400311321**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to solve problems in the workplace including the application of problem solving techniques and to determine and resolve the root cause/s of specific problems in the workplace.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Examine specific workplace challenges	1.1 Variances are examined from normal operating ***parameters;*** and product quality. 1.2 Extent, cause and nature of the specific problem are defined through observation, investigation and ***analytical techniques.*** 1.3 ***Problems*** are clearly stated and specified.	1.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations. 1.2 Competence to include the ability to apply and explain, enough for the identification of fundamental causes of specific workplace challenges. 1.3 Relevant equipment and operational processes. 1.4 Enterprise goals, targets and measures. 1.5 Enterprise quality OHS and environmental requirement. 1.6 Enterprise information systems and data collation	1.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 1.2 Identifying extent and causes of specific challenges in the workplace.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.7 Industry codes and standards	
2. Analyze the causes of specific workplace challenges	2.1 Possible causes of specific problems are identified based on experience and the use of problem solving tools **/** analytical techniques. 2.2 Possible cause statements are developed based on findings. 2.3 Fundamental causes are identified per results of investigation conducted.	2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations. 2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations. 2.3 Relevant equipment and operational processes. 2.4 Enterprise goals, targets and measures. 2.5 Enterprise quality 2.6 OSH and environmental requirement. 2.7 Enterprise information systems and data collation. 2.8 Industry codes and standards.	2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 2.2 Identifying extent and causes of specific challenges in the workplace. 2.3 Providing clear-cut findings on the nature of each identified workplace challenges.
3 Formulate resolutions to specific workplace challenges	3.1 All possible options are considered for resolution of the problem. 3.2 Strengths and weaknesses of	3.5 Competence includes a thorough knowledge and understanding of the process,	3.1 Using range of analytical techniques (e.g., planning, attention, simultaneous

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	possible options are considered. 3.3 Corrective actions are determined to resolve the problem and possible future causes. 3.4 ***Action plans*** are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures	normal operating parameters, and product quality to recognize nonstandard situations. 3.6 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations. 3.7 Relevant equipment and operational processes. 3.8 Enterprise goals, targets and measures. 3.9 Enterprise quality OSH and environmental requirement. 3.10 Enterprise information systems and data collation. 3.11 Industry codes and standards.	and successive processing of information) in examining specific challenges in the workplace. 3.2 Identifying extent and causes of specific challenges in the workplace. 3.3 Providing clear-cut findings on the nature of each identified workplace challenges. 3.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.
4 Implement action plans and communicate results	4.1 Action plans are implemented and evaluated. 4.2 Results of plan implementation and recommendations are prepared. 4.3 Recommendations are presented to appropriate personnel. 4.4 Recommendations are followed-up, if required.	4.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations. 4.2 Competence to include the ability to apply and	4.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 4.2 Identifying extent and

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations. 4.3 Relevant equipment and operational processes. 4.4 Enterprise goals, targets and measures. 4.5 Enterprise quality OSH and environmental requirement. 4.6 Enterprise information systems and data collation. 4.7 Industry codes and standards.	causes of specific challenges in the workplace. 4.3 Providing clear-cut findings on the nature of each identified workplace challenges. 4.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.

RANGE OF VARIABLE

VARIABLE	RANGE
1. Parameters	May include: 1.1 Processes 1.2 Procedures 1.3 Systems
2. Analytical techniques	May include: 2.1 Brainstorming 2.2 Intuitions/Logic 2.3 Cause and effect diagrams 2.4 Pareto analysis 2.5 SWOT analysis 2.6 Gant chart, Pert CPM and graphs 2.7 Scattergrams
3. Problem	May include: 3.1 Routine, non – routine and complex workplace and quality problems 3.2 Equipment selection, availability and failure 3.3 Teamwork and work allocation problem 3.4 Safety and emergency situations and incidents 3.5 Risk assessment and management
4. Action plans	May include: 4.1 Priority requirements 4.2 Measurable objectives 4.3 Resource requirements 4.4 Timelines 4.5 Co-ordination and feedback requirements 4.6 Safety requirements 4.7 Risk assessment 4.8 Environmental requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Examined specific workplace challenges 1.2 Analyzed the causes of specific workplace challenges 1.3 Formulated resolutions to specific workplace challenges 1.4 Implemented action plans and communicated results on specific workplace challenges
2. Resource Implications	2.1 Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios / case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Case Formulation 3.3 Life Narrative Inquiry 3.4 Standardized Test 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. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
4. Context of Assessment	In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

UNIT OF COMPETENCY : WORK IN A DIVERSE ENVIRONMENT

UNIT CODE : 400311322

UNIT DESCRIPTOR : This unit covers the outcomes required to work effectively in a workplace characterized by diversity in terms of religions, beliefs, races, ethnicities and other differences.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop an individual's cultural awareness and sensitivity	1.1 Individual differences with clients, customers and fellow workers are recognized and respected in accordance with enterprise policies and core values. 1.2 Differences are responded to in a sensitive and considerate manner 1.3 ***Diversity*** is accommodated using appropriate verbal and nonverbal communication.	1.1 Understanding cultural diversity in the workplace 1.2 Norms of behavior for interacting and dialogue with specific groups (e. g., Muslims and other nonChristians, nonCatholics, tribes/ethnic groups, foreigners) 1.3 Different methods of verbal and nonverbal communication in a multicultural setting	1.1 Applying cross-cultural communication skills (i.e. different business customs, beliefs, communication strategies) 1.2 Showing affective skills – establishing rapport and empathy, understanding, etc. 1.3 Demonstrating openness and flexibility in communication 1.4 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices
2. Work effectively in an environment that acknowledges and values cultural diversity	2.1 Knowledge, skills and experiences of others are recognized and documented in relation to team objectives.	2.1 Value of diversity in the economy and society in terms of Workforce development 2.2 Importance of inclusiveness in a	2.1 Demonstrating cross-cultural communication skills and active listening 2.2 Recognizing diverse groups

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.2 Fellow workers are encouraged to utilize and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes. 2.3 Relations with customers and clients are maintained to show that diversity is valued by the business.	diverse environment 2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives 2.4 Strategies for customer service excellence	in the workplace and community as defined by divergent culture, religion, traditions and practices 2.3 Demonstrating collaboration skills 2.4 Exhibiting customer service excellence
3. Identify common issues in a multicultural and diverse environment	3.1 ***Diversity-related conflicts*** within the workplace are effectively addressed and resolved. 3.2 Discriminatory behaviors towards customers / stakeholders are minimized and addressed accordingly. 3.3 Change management policies are in place within the organization.	3.1 Value, and leverage of cultural diversity 3.2 Inclusivity and conflict resolution 3.3 Workplace harassment 3.4 Change management and ways to overcome resistance to change 3.5 Advanced strategies for customer service excellence	3.1 Addressing diversity-related conflicts in the workplace 3.2 Eliminating discriminatory behavior towards customers and coworkers 3.3 Utilizing change management policies in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	This refers to diversity in both the workplace and the community and may include divergence in: 1.1 Religion 1.2 Ethnicity, race or nationality 1.3 Culture 1.4 Gender, age or personality 1.5 Educational background
2. Diversity – related conflicts	May include conflicts that result from: 2.1 Discriminatory behaviors 2.2 Differences of cultural practices 2.3 Differences of belief and value systems 2.4 Gender-based violence 2.5 Workplace bullying 2.6 Corporate jealousy 2.7 Language barriers 2.8 Individuals being differently-abled persons 2.9 Ageism (negative attitude and behavior towards old people)

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate**: 1.1 Adjusted language and behavior as required by interactions with diversity 1.2 Identified and respected individual differences in colleagues, clients and customers 1.3 Applied relevant regulations, standards and codes of practice
2. Resource Implications	**The following resources should be provided:** 2.1 Access to workplace and resources 2.2 Manuals and policies on Workplace Diversity
3. Methods of Assessment	**Competency in this unit may be assessed through**: 3.1 Demonstration or simulation with oral questioning 3.2 Group discussions and interactive activities 3.3 Case studies/problems involving workplace diversity issues 3.4 Third-party report 3.5 Written examination 3.6 Role Plays
4. Context for Assessment	Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : PROPOSE METHODS OF APPLYING LEARNING AND INNOVATION IN THE ORGANIZATION

UNIT CODE : 400311323

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to assess general obstacles in the application of learning and innovation in the organization and to propose practical methods of such in addressing organizational challenges.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess work procedures, processes and systems in terms of innovative practices	1.1. ***Reasons*** for innovation are incorporated to work procedures. 1.2. ***Models of innovation*** are researched. 1.3. ***Gaps or barriers to*** innovation in one's work area are analyzed. 1.4. Staff who can support and foster innovation in the work procedure are identified.	1.1 Seven habits of highly effective people. 1.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004) 1.3 Five minds of the future concepts (Gardner, 2007). 1.4 Adaptation concepts in neuroscience (Merzenich, 2013). 1.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	1.1 Demonstrating collaboration and networking skills. 1.2 Applying basic research and evaluation skills 1.3 Generating insights on how to improve organizational procedures, processes and systems through innovation.
2. Generate practical action plans for improving work procedures, processes	2.1 Ideas for innovative work procedure to foster innovation using individual and group techniques are conceptualized 2.2 Range of ideas with other team members and	2.1 Seven habits of highly effective people. 2.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004)	2.1 Assessing readiness for change on simple work procedures, processes and systems. 2.2 Generating insights on how to improve organizational procedures,

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	colleagues are evaluated and discussed 2.3 Work procedures and processes subject to change are selected based on ***workplace requirements*** (feasible and innovative). 2.4 Practical action plans are proposed to facilitate simple changes in the work procedures, processes and systems. 2.5 ***Critical inquiry*** is applied and used to facilitate discourse on adjustments in the simple work procedures, processes and systems.	2.3 Five minds of the future concepts (Gardner, 2007). 2.4 Adaptation concepts in neuroscience (Merzenich, 2013). 2.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	processes and systems through innovation. 2.3 Facilitating action plans on how to apply innovative procedures in the organization.
3 Evaluate the effectiveness of the proposed action plans	3.1 Work structure is analyzed to identify the impact of the new work procedures 3.2 Co-workers/key personnel is consulted to know who will be involved with or affected by the work procedure 3.3 Work instruction operational plan of the new work procedure is developed and evaluated.	2.1 Five minds of the future concepts (Gardner, 2007). 2.2 Adaptation concepts in neuroscience (Merzenich, 2013). 2.3 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	3.1 Generating insights on how to improve organizational procedures, processes and systems through innovation. 3.2 Facilitating action plans on how to apply innovative procedures in the organization. 3.3 Communicating results of the evaluation of the proposed and implemented changes in the

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.4 Feedback and suggestion are recorded. 3.5 Operational plan is updated. 3.6 Results and impact on the developed work instructions are reviewed 3.7 Results of the new work procedure are evaluated 3.8 Adjustments are recommended based on results gathered		workplace procedures and systems. 3.4 Developing action plans for continuous improvement on the basic systems, processes and procedures in the organization.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	May include: 1.1 Strengths and weaknesses of the current systems, processes and procedures. 2.10 1.2 Opportunities and threats of the current systems, processes and procedures.
2. Models of Innvotation	May include: 2.1 Seven habits of highly effective people. 2.2 Five minds of the future concepts (Gardner, 2007). 2.11 2.3 Neuroplasticity and adaptation strategies.
3. Gaps or barriers	May include: 3.1 Machine 3.2 Manpower 3.3 Methods 3.4 Money
4. Critical Inquiry	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.

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Established the reasons why innovative systems are required 1.2 Established the goals of a new innovative system 1.3 Analyzed current organizational systems to identify gaps and barriers to innovation. 1.4 Assessed work procedures, processes and systems in terms of innovative practices. 1.5 Generate practical action plans for improving work procedures, and processes. 1.6 Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7 Evaluated the effectiveness of the proposed action plans.
2. Resource Implications	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 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 : USE INFORMATION SYSTEMATICALLY

UNIT CODE : 400311324

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to use technical information systems, apply information technology (IT) systems and edit, format & check information.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use technical information	1.1. ***Information*** are collated and organized into a suitable form for reference and use 1.2. Stored information are classified so that it can be quickly identified and retrieved when needed 1.3. Guidance are advised and offered to people who need to find and use information	1.1. Application in collating information 1.2. Procedures for inputting, maintaining and archiving information 1.3. Guidance to people who need to find and use information 1.4. Organize information 1.5. classify stored information for identification and retrieval 1.6. Operate the technical information system by using agreed procedures	1.1. Collating information 1.2. Operating appropriate and valid procedures for inputting, maintaining and archiving information 1.3. Advising and offering guidance to people who need to find and use information 1.4. Organizing information into a suitable form for reference and use 1.5. Classifying stored information for identification and retrieval 1.6. Operating the technical information system by using agreed procedures
2. Apply information technology (IT)	2.1. ***Technical information*** system is operated using	2.1. Attributes and limitations of available software tools	2.1. Identifying attributes and limitations of

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	agreed procedures 2.2. Appropriate and valid procedures are operated for inputting, maintaining and archiving information 2.3. ***Software required*** are utilized to execute the project activities 2.4. Information and data obtained are handled, edited, formatted and checked from a range of internal and external ***sources*** 2.5. Information are extracted, entered, and processed to produce the outputs required by ***customers*** 2.6. Own skills and understanding are shared to help others 2.7. Specified ***security measures*** are implemented to protect the confidentiality and integrity of project data held in IT systems	2.2. Procedures and work instructions for the use of IT 2.3. Operational requirements for IT systems 2.4. Sources and flow paths of data 2.5. Security systems and measures that can be used 2.6. Extract data and format reports 2.7. Methods of entering and processing information 2.8. WWW enabled applications	available software tools 2.2. Using procedures and work instructions for the use of IT 2.3. Describing operational requirements for IT systems 2.4. Identifying sources and flow paths of data 2.5. Determining security systems and measures that can be used 2.6. Extracting data and format reports 2.7. Describing methods of entering and processing information 2.8. Using WWW applications
3. Edit, format and check information	3.1 Basic editing techniques are used	3.1 Basic file handling techniques 3.2 Techniques in checking documents	3.1 Using basic file handling techniques is used for the software

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.2 Accuracy of documents are checked 3.3 Editing and formatting tools and techniques are used for more complex documents 3.4 Proof reading techniques is used to check that documents look professional	3.3 Techniques in editing and formatting 3.4 Proof reading techniques	3.2 Using different techniques in checking documents 3.3 Applying editing and formatting techniques 3.4 Applying proof reading techniques

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1. Property 1.2. Organizational 1.3. Technical reference
2. Technical information	May include: 2.1. paper based 2.2. electronic
3. Software	May include: 3.1. spreadsheets 3.2. databases 3.3. word processing 3.4. presentation
4. Sources	May include: 4.1. other IT systems 4.2. manually created 4.3. within own organization 4.4. outside own organization 4.5. geographically remote
5. Customers	May include: 5.1. colleagues 5.2. company and project management 5.3. clients
6. Security measures	May include: 6.1. access rights to input; 6.2. passwords; 6.3. access rights to outputs; 6.4. data consistency and back-up; 6.5. recovery plans

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1. Used technical information systems and information technology 1.2. Applied information technology (IT) systems 1.3. Edited, formatted and checked information
2. Resource Implications	**The following resources should be provided:** 2.1. Computers 2.2. Software and IT system
3. Methods of Assessment	**Competency in this unit should be assessed through:** 3.1. Direct Observation 3.2. Oral interview and written test

4. Context for Assessment	4.1. Competency may be assessed individually in the actual workplace or through accredited institution

EVIDENCE GUIDE

5. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Established the reasons why innovative systems are required 1.2 Established the goals of a new innovative system 1.3 Analyzed current organizational systems to identify gaps and barriers to innovation. 1.4 Assessed work procedures, processes and systems in terms of innovative practices. 1.5 Generate practical action plans for improving work procedures, and processes. 1.6 Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7 Evaluated the effectiveness of the proposed action plans.
6. Resource Implications	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.
7. 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.
8. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES

UNIT CODE : 400311325

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to interpret-Occupational Safety and Health practices, set OSH work targets, and evaluate effectiveness of Occupational Safety and Health work instructions

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret Occupational Safety and Health practices	1.1 ***OSH work practices issues*** are identified relevant to work requirements 1.2 OSH work standards and procedures are determined based on applicability to nature of work 1.3 Gaps in work practices are identified related to relevant OSH work standards	1.1. OSH work practices issues 1.2. OSH work standards 1.3. General OSH principles and legislations 1.4. Company/ workplace policies/ guidelines 1.5. Standards and safety requirements of work process and procedures	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills
2. Set OSH work targets	2.1 Relevant work information is gathered necessary to determine OSH work targets 2.2 ***OSH Indicators*** based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures	2.1 OSH work targets 2.2 OSH Indicators 2.3 OSH work instructions 2.4 Safety and health requirements of tasks 2.5 Workplace guidelines on providing feedback on OSH and security concerns 2.6 OSH regulations Hazard control procedures	2.1 Communication skills 2.2 Collaborating skills 2.3 Critical thinking skills 2.4 Observation skills

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Agreed OSH indicators are endorsed for approval from appropriate personnel 2.4 ***OSH work instructions*** are received in accordance with workplace policies and procedures*	2.7 OSH trainings relevant to work	
3. Evaluate effectiveness of Occupational Safety and Health work instructions	3.1 OSH Practices are observed based on workplace standards 3.2 Observed OSH practices are measured against approved ***OSH metrics*** 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on 3.4 OSH work standards	3.1 OSH Practices 3.2 OSH metrics 3.3 OSH Evaluation Techniques 3.4 OSH work standards	3.1 Critical thinking skills 3.2 Evaluating skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include: 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines
2. OSH Indicators	May include: 2.1 Increased of incidents of accidents, injuries 2.2 Increased occurrence of sickness or health complaints/symptoms 2.3 Common complaints of workers' related to OSH 2.4 High absenteeism for work-related reasons
3. OSH Work Instructions	May include: 3.1 Preventive and control measures**,** and targets 3.2 Eliminate the hazard (i.e., get rid of the dangerous machine 3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.5 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine) 3.7 Use personal protective equipment 3.8 Safety, Health and Work Environment Evaluation 3.9 Periodic and/or special medical examinations of workers
4. OSH metrics	May include: 4.1 Statistics on incidence of accidence and injuries 4.2 Morbidity (Type and Number of Sickness) 4.3 Mortality (Cause and Number of Deaths) 4.4 Accident Rate

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1. Identify OSH work practices issues relevant to work requirements 1.2. Identify gaps in work practices related to relevant OSH work standards 1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4. Receive OSH work instructions in accordance with workplace policies and procedures 1.5. Compare Observed OSH practices with against approved OSH work instructions 1.6. Assess findings regarding effectiveness based on OSH work standards
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 3.3 Written exam
4. Context for Assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES

UNIT CODE : 400311326

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude to interpret environmental Issues, establish targets to evaluate environmental practices and evaluate effectiveness of environmental practices

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret environmental practices, policies and procedures	1.1 ***Environmental work practices*** issues are identified relevant to work requirements 1.2 Environmental Standards and Procedures nature of work are determined based on Applicability to nature of work 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified	1.1 Environmental Issues 1.2 Environmental Work Procedures 1.3 Environmental Laws 1.4 Environmental Hazardous and Non-Hazardous Materials 1.5 Environmental required license, registration or certification	1.1. Analyzing Environmental Issues and Concerns 1.2. Critical thinking 1.3. Problem Solving 1.4. Observation Skills
2. Establish targets to evaluate environmental practices	2.1 Relevant information is gathered necessary to determine environmental work targets 2.2 ***Environmental Indicators*** based on gathered information are set to measure environmental work targets 2.3 Indicators are verified with	2.1 Environmental indicators 2.2 Relevant Environment Personnel or expert 2.3 Relevant Environmental 2.4 Trainings and Seminars	2.1 Investigative Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	appropriate personnel		
3. Evaluate effectiveness of environmental practices	3.1 Work environmental practices are recorded based on workplace standards 3.2 Recorded work environmental practices are compared against planned indicators 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on environment work standards and procedures 3.4 Results of environmental assessment are conveyed to appropriate personnel	3.1 Environmental Practices 3.2 Environmental Standards and Procedures	3.1 Documentation and Record 3.2 Keeping Skills 3.3 Critical thinking 3.4 Problem Solving 3.5 Observation Skills

RANGE OF VARIABLES

VARIABLE	R A N G E
1. Environmental Practices Issues	May include: 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	May include: 2.1 Noise level 2.2 Lighting (Lumens) 2.3 Air Quality - Toxicity 2.4 Thermal Comfort 2.5 Vibration 2.6 Radiation 2.7 Quantity of the Resources 2.8 Volume

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1. Identified environmental issues relevant to work requirements 1.2. Identified gaps in work practices related to Environmental Standards and Procedures 1.3. Gathered relevant information necessary to determine environmental work targets 1.4. Set environmental indicators based on gathered information to measure environmental work targets 1.5. Recorded work environmental practices are recorded based on workplace standards 1.6. Conveyed results of environmental assessment to appropriate personnel
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace/Assessment location 2.2 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.3 Case studies/scenarios relating to environmental protection
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written/ Oral Examination 3.2 Interview/Third Party Reports 3.3 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad) 3.4 Simulations and role-plays
4. Context for Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA center.

UNIT OF COMPETENCY : FACILITATE ENTREPRENEURIAL SKILLS FOR MICRO-SMALL-MEDIUM ENTERPRISES (MSMEs)

UNIT CODE : 400311327

UNIT DESCRIPTOR : This unit covers the outcomes required to build, operate and grow a micro/small-scale enterprise.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop and maintain micro-small medium enterprise (MSMEs) skills in the organization	1.1 Appropriate ***business strategies*** are determined and set for the enterprise based on current and emerging business environment. 1.2 ***Business operations*** are monitored and controlled following established procedures. 1.3 Quality assurance measures are implemented consistently. 1.4 Good relations are maintained with staff/workers. 1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business operation 1.4 Basic Bookkeeping 1.5 Business internal controls 1.6 Basic quality control and assurance concepts 1.7 Government and regulatory processes	1.1 Basic bookkeeping/ accounting skills 1.2 Communication skills 1.3 Building relations with customer and employees 1.4 Building competitive advantage of the enterprise

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Establish and maintain client-base/ market	2.1 Good customer relations are maintained 2.2 New customers and markets are identified, explored and reached out to. 2.3 Promotions / Incentives are offered to loyal customers 2.4 Additional products and services are evaluated and tried where feasible. 2.5 ***Promotional / advertising initiatives*** are carried out where necessary and feasible.	2.1 Public relations concepts 2.2 Basic product promotion strategies 2.3 Basic market and feasibility studies 2.4 Basic business ethics	2.1 Building customer relations 2.2 Individual marketing skills 2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.)
3. Apply budgeting and financial management skills	3.1 Enterprise is built up and sustained through judicious control of cash flows. 3.2 Profitability of enterprise is ensured though appropriate ***internal controls***. 3.3 Unnecessary or lower-priority expenses and purchases are avoided.	3.1 Cash flow management 3.2 Basic financial management 3.3 Basic financial accounting Business internal controls	3.1 Setting business priorities and strategies 3.2 Interpreting basic financial statements 3.3 Preparing business plans

RANGE OF VARIABLES

VARIABLE	RANGE
1. Business strategies	May include: 1.1. Developing/Maintaining niche market 1.2. Use of organic/healthy ingredients 1.3. Environment-friendly and sustainable practices 1.4. Offering both affordable and high-quality products and services 1.5. Promotion and marketing strategies (e. g., online marketing)
2. Business operations	May include: 2.1 Purchasing 2.2 Accounting/Administrative work 2.3 Production/Operations/Sales
3. Internal controls	May include: 3.1 Accounting systems 3.2 Financial statements/reports 3.3 Cash management
4. Promotional/ Advertising initiatives	May include: 4.1 Use of tarpaulins, brochures, and/or flyers 4.2 Sales, discounts and easy payment terms 4.3 Use of social media/Internet 4.4 "Service with a smile" 4.5 Extra attention to regular customers

EVIDENCE GUIDE

1. Critical aspects of competency	**Assessment requires evidence that the candidate:** 1.1 Demonstrated basic entrepreneurial skills 1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3 Demonstrated ability to manage/operate a micro/small-scale business
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
3. Methods of Assessment	**Competency in this unit may be assessed through :** 3.1 Written examination 3.2 Demonstration/observation with oral questioning 3.3 Portfolio assessment with interview 3.4 Case problems

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 TITLE : USE HAND TOOLS

UNIT CODE : ELC311205

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes on the safe use, handling and maintenance of tools.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for tasks to be undertaken	1.1. Tasks to be undertaken are properly identified 1.2. Appropriate ***hand tools*** are identified and selected according to the task requirements	• Planning and preparing task/activity • Electronics hand tools and their uses • Function, operation and common faults in electronics hand tools	• Preparing required tasks • Communication skills • Using hand tools properly
2. Prepare hand tools	2.1. Appropriate hand tools are checked for proper operation and safety 2.2. Unsafe or faulty tools are identified and marked for repair according to standard company procedure	• Checking and safety requirements in handling tools • Standard procedures in checking, identification and marking of safe or unsafe/ faulty tools	• Identifying and checking hand tools • Marking of safe or unsafe/ faulty hand tools
3. Use appropriate hand tools and test equipment	3.1 Tools are used according to tasks undertaken 3.2 All safety procedures in using tools are observed at all times and appropriate ***personal protective equipment*** (PPE) are used	• Safety requirements in using electronics hand tools and test equipment • Electronics hand tools for adjusting, dismantling, assembling, finishing, and cutting. • Processes, Operations, Systems	• Reading skills required to interpret work instruction and numerical skills • Using PPE properly • Problem solving in emergency situation

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.3 Malfunctions, unplanned or unusual events are reported to the supervisor	○ Proper usage and care of hand tools ○ Types and uses of test equipment • Common faults in the use of hand tools	
4. Maintain hand tools	4.1 Tools are not dropped to avoid damage 4.2 Routine ***maintenance*** of tools undertaken according to standard operational procedures, principles and techniques 4.3 Tools are stored safely in appropriate locations in accordance with manufacturer's specifications or standard operating procedures	• Safety requirements in maintenance of hand tools • Processes, Operations, Systems ○ Maintenance of tools ○ Storage of hand tools	• Checking and cleaning hand tools Storing hand tools properly

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hand tools	Hand tools for adjusting, dismantling, assembling, finishing, and cutting. Tool set includes the following but not limited to: screw drivers, pliers, punches, wrenches, files
2. Personal Protective Equipment (PPE)	2.1. Gloves 2.2. Protective eyewear 2.3. Apron/overall
3. Maintenance	3.1. Cleaning 3.2. Lubricating 3.3. Tightening 3.4. Simple tool repairs 3.5. Hand sharpening 3.6. Adjustment using correct procedures

EVIDENCE GUIDE

1. Critical aspect of competency	Assessment requires evidence that the candidate: 1.1. Demonstrated safe working practices at all times 1.2. Communicated information about processes, events or tasks being undertaken to ensure a safe and efficient working environment 1.3. Planned tasks in all situations and reviewed task requirements as appropriate 1.4. Performed all tasks to specification 1.5. Maintained and stored tools in appropriate location
2. Method of assessment	Competency in this unit must be assessed through: 2.1. Observation 2.2. Oral questioning
3. Resource Implication	Tools may include the following but not limited to: 3.1 screw drivers 3.2 pliers 3.3 punches 3.4 wrenches, files
4. Context of Assessment	Assessment may be conducted in the workplace or in a simulated work environment

UNIT TITLE : APPLY QUALITY STANDARDS

UNIT CODE : ELC311204

UNIT DESCRIPTOR : This unit covers the knowledge, skills, (and) attitudes and values needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, organization procedures and customer requirements

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess quality of received materials or components	1.1. Work instructions are obtained and work is carried out in accordance with standard operating procedures 1.2. Received ***materials or component parts*** are checked against workplace standards and specifications 1.3. Faulty material or components related to work are identified and isolated 1.4. ***Faults*** and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures 1.5. Faulty materials or components are replaced in accordance with workplace procedures	• Relevant production processes, materials and products • Characteristics of materials, software and hardware used in production processes • Quality checking procedures • Quality Workplace procedures • Identification of faulty materials related to work	• Reading skills required to interpret work instruction • Critical thinking Interpreting work instructions

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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. Faulty pieces are identified and isolated 2.4. Information on the quality and other indicators of production performance is recorded in accordance with workplace procedures In cases of deviations from specified ***quality standards***, causes are documented and reported in accordance with the workplace' standards operating procedures	• Safety and environmental aspects of production processes • Fault identification and reporting • Workplace procedure in documenting completed work Workplace Quality Indicators	• Carry out work in accordance with OHS policies and 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	• Quality improvement processes • Company customers defined	• Solution providing and decision-making • Practice company process improvement procedure

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	quality of product or service to ensure ***customer*** satisfaction is monitored		

RANGE OF VARIABLES

VARIABLE	RANGE
1. Materials/components	1.1. Materials may include but not limited to: 1.1.1. wires 1.1.2. cables, soldering lead 1.1.3. electrical tape 1.2. Components may include but not limited to: 1.2.1. ICs 1.2.2. Diodes
2. Faults	Faults may include but not limited to: 2.1. Components/materials not according to specification 2.2. Components/materials contain manufacturing defects 2.3. Components/materials do not conform with government regulation i.e., PEC, environmental code 2.4. Components/materials have safety defect
3. Documentation	3.1. Organization work procedures 3.2. Manufacturer's instruction manual 3.3. Customer requirements 3.4. Forms
4. Quality standards	4.1. Quality standards may relate but not limited to the following: 4.1.1. materials 4.1.2. component parts 4.1.3. final product 4.1.4. production processes
5. Customer	5.1. Co-worker 5.2. Supplier 5.3. Client 5.4. Organization receiving the product or service

EVIDENCE GUIDE

1. Critical aspect of competency	Assessment must show 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. Method of assessment	2.1. The assessor may select two (2) of the following assessment methods to objectively assess the candidate: 2.1.1. Observation 2.1.2. Questioning 2.1.3. Practical demonstration
3. Resource implication	Materials and component parts and equipment to be use in a real or simulated electronic production situation
4. Context of Assessment	Assessment may be conducted in the workplace or in a simulated environment.

UNIT TITLE : 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 *Italicized* 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 in accordance with the required output. 1.2. Appropriate ***hardware*** and ***software*** are selected according to task assigned and required outcome. 1.3. Task is planned to ensure that ***OH & S 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.	• Main types of computers and basic features of different operating systems • Main parts of a computer • Information on hardware and software Data security guidelines	• Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals. • Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. 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	• Basic ergonomics of keyboard and computer user • Storage devices and basic categories of memory • Relevant types of software	• Technology skills to use equipment safely including keyboard skills. • Entering data

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	saved in accordance with standard operating procedures 2.3 Inputted data are stored in ***storage media*** according to requirements 2.4 Work is performed within ***ergonomic guidelines***		
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 ***Desktop icons*** 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	• General security, privacy legislation and copyright • Productivity Application • Business Application	• Accessing information • 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	• Computer application in printing, scanning and sending facsimile • Types and function of computer peripheral devices	• Computer data processing • Printing of data • Transferring files and data

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures		
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor ***maintenance*** and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular 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	• Computer equipment/system basic maintenance procedures • Viruses • OH & S principles and responsibilities • Calculating computer capacity • System Software • Basic file maintenance procedures	• Removing computer viruses from infected machines • Making backup files

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	1.1. Personal computers 1.2. Networked systems 1.3. Communication equipment 1.4. Printers 1.5. Scanners 1.6. Keyboard 1.7. Mouse 1.8. Voice/Data logger
2. Software	Software includes the following but not limited to: 2.1. Word processing packages 2.2. Data base packages 2.3. Internet 2.4. Spreadsheets 2.5. Client Specific Software
3. OH & S guidelines	3.1. OHS guidelines 3.2. Enterprise procedures
4. Storage media	Storage media include the following but not limited to: 4.1. USBs 4.2. CDs 4.3. External disk drives 4.4. hard disk drives, local and remote 4.5. optical drives 4.6. cloud storage
5. Ergonomic guidelines	5.1. Types of equipment used 5.2. Appropriate furniture 5.3. Seating posture 5.4. Lifting posture 5.5. Visual display unit screen brightness
6. Desktop icons	Icons include the following but not limited to: 6.1. directories/folders 6.2. files 6.3. network devices 6.4. recycle bin 6.5. program icons
7. Maintenance	7.1. Creating and managing more space in the hard disk and other peripherals 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

EVIDENCE GUIDE

1. Critical aspect of competency	Assessment requires evidence that the candidate: 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system in line with the standard operating procedures
2. Method of assessment	2.1. The assessor may select two of the following assessment methods to objectively assess the candidate: 2.1.1. Observation with oral questioning 2.1.2. Practical demonstration
3. Resource implication	3.1. Computer hardware with peripherals 3.2. Appropriate software
4. Context of Assessment	Assessment may be conducted in the workplace or in a simulated work environment

CORE COMPETENCIES

UNIT OF COMPETENCY : CHECK TRAVELER CARD REQUIREMENTS

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply best practice in preparation of traveler's card which involve ensuring quality and compliance with the plating process requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Preparation of traveler's card	1.1 Traveler's card are prepared according to the ***production requirements*** 1.2 Materials are prepared based on ***traveler's card details.***	**MATHEMATICS** 1.1 Basic Arithmetic **COMMUNICATION** 1.2 Traveler's card 1.3 Work instruction 1.4 Control plan	1.1 Preparing and organizing documentation for machine checking 1.2 Setting up and preparing the machine for the plating process 1.3 Identifying and using appropriate tools and equipment for machine set up
2. Checking of traveler's card	2.1 Details of Travel cards are checked based on ***process and product*** requirements 2.2 Traveler's card is compared to actual units and tray number following process requirements. 2.3 Recording and reporting is performed following process requirements.	**MATHEMATICS** 2.1 Basic arithmetic **COMMINICATIONS** 2.2 Traveler's card 2.3 Work instruction 2.4 Control plan	2.1 Preparing and organizing documentation for machine checking 2.2 Setting up and preparing the machine for the plating process 2.3 Identifying and using appropriate tools and equipment for machine set up
3. Conduct post checking of traveler's card	3.1 6s is applied following good housekeeping. 3.2 Wastes are segregated following solid	**MATHEMATICS** 3.1 Basic arithmetic **COMMINICATIONS** 3.2 Traveler's card 3.3 Work instruction	3.1 Documentation skills 3.2 Communication skills 3.3 Segregating wastes

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	waste management system. 3.3 Recording is performed according to process requirements.	3.4 Control plan 3.5 Record keeping **ENVIRONMENTAL RELATED LAWS AND ORDINANCE** 3.6 Waste segregation 3.7 6s	3.4 Applying 6s 3.5 Sorting and managing wastes 3.6 Record keeping

RANGE OF VARIABLES

VARIABLE	RANGE
1. Production requirements	May include: 1.1 Lot ID 1.2 Quantity 1.3 Product Type
2. Traveler's card details	May include: 2.1 Lot number 2.2 Product names/Part number 2.3 Quantity 2.4 Date started 2.5 Plating requirements 2.6 Route requirements
3. Process and product requirements	May include: 3.1 Plating Bath Composition 3.2 Temperature 3.3 Plating time 3.4 Current Density 3.5 Alignment settings 3.6 Dents 3.7 Crumpled

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Prepared traveler's card 1.2 Checked traveler's card 1.3 Conducted post checking of traveler's card
2. Resource Implications	**The following resources should be provided**: 2.1 Manpower 2.2 Raw materials 2.3 Spare parts 2.4 Instruction manual 2.5 Recording sheet 2.6 PPEs 2.7 Machines 2.8 Facilities
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written test 3.2 Demonstration with oral questioning 3.3 Interview
4. Context of Assessment	4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.

UNIT OF COMPETENCY : CHECK THE CONTROL PLAN REQUIREMENTS

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes required to check and verify control plan requirements in plating process. It includes ensuring compliance with process control parameters, identifying deviations, and implementing corrective actions.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Verify Control Plan Documentation	1.1 Identify the applicable ***control plan*** for the plating process. 1.2 Verify document version and approval status. 1.3 Ensure control parameters align with ***process requirements***. 1.4 Report any discrepancies to the appropriate personnel.	**SCIENCE** 1.1 Basic principles if material properties and process chemistry **TECHNOLOGY** 1.2 Functions and operations of plating equipment. **ENVIRONMENTAL RELATED LAWS AND ORDINANCES** 1.3 Workplace safety regulations and environmental policies 1.4 OHSAS **MATHEMATICS** 1.5 Measurement conversions, tolerances, and SPC principles. **COMMUNICATION** 1.6 Reporting procedures, documentation, and teamwork collaboration.	1.1 Understanding process variations and material behavior 1.2 Operating equipment as per control plans. 1.3 Identifying and mitigating environmental risks. 1.4 Interpreting measurement data and statistical analysis. 1.5 Effectively conveying findings and documentation.
2. Check required control plan	2.1 Required control plan is checked following ***process and product requirements***	**MATHEMATICS** 2.1 Basic Arithmetic **COMMUNICATION**	2.1 Documentation skills 2.2 Communication skills

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.2 Control plan requirements are tallied with ***Traveler card*** and other related documents. 2.3 Recording and reporting is performed following process requirements	2.2 Reporting techniques and documentation practices **ENVIRONMENTAL RELATED LAWS AND ORDINANCES** 2.3 6s 2.4 OHSAS	2.3 Sorting and managing wastes
3. Conduct post-operation activities	3.1 Wastes are segregated following solid waste management system. 3.2 6s is applied following good housekeeping practices. 3.3 Record keeping is performed	**COMMUNICATION** 3.1 Record keeping **ENVIRONMENTAL RELATED LAWS AND ORDINANCE** 3.2 Waste segregation 3.3 6s	3.1 Segregating wastes 3.2 Applying 6s 2.4 Record keeping

RANGE OF VARIABLES

VARIABLE	RANGE
1. Control Plan	May include: 1.1 Standards operating procedures 1.2 Work instructions 1.3 Visual Aids
2. Process and product requirements	May include: 2.1 Temperature 2.2 Pressure 2.3 Cycle time 2.4 Alignment settings 2.5 Scratches 2.6 Dents 2.7 Crumpled 2.8 Chip out
3. Traveler Card	May include: 3.1 Device name 3.2 Lot number 3.3 Quantity 3.4 Run number 3.5 Special instruction

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Verified Control Plan Documentation 1.2 Checked required control plan 1.3 Conducted post-operation activities
2. Resource implications	The following resources should be provided: 2.1 Access to relevant control plan documents and equipment 2.2 Calibrated inspection and monitoring tools 2.3 Standard operating procedures and reporting templates
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Practical demonstration in a simulated or actual work environment 3.2 Oral or written assessments to test theoretical understanding 3.3 Review of documentation and reports submitted by the candidate
4. Context for Assessment	4.1 Assessments should be conducted in a real or simulated production environment 4.2 Candidates should be observed performing tasks relevant to control plan verification 4.3 Assessment conditions should reflect actual working scenarios to ensure reliability of evaluation

UNIT OF COMPETENCY : CHECK THE REQUIRED MACHINE PARAMETERS IN PLATING PROCESS

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the competencies required to check and verify machine parameters in plating process It includes understanding machine settings, process requirements, and ensuring compliance with safety and quality standards.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare for machine parameter checking	1.1 Identify and interpret machine parameter specifications based on process and product requirements 1.2 Ensure availability of necessary ***measuring tools*** and equipment for parameter verification 1.3 Observe safety and environmental guidelines before checking machine parameters 1.4 Verify machine status and readiness	**SCIENCE** 1.1 Basic principles of physics and materials 1.2 ESD (Electrostatic Discharge) precautions **TECHNOLOGY** 1.3 Plating machine operating systems **ENVIRONMENT RELATED LAWS AND ORDINANCES** 1.4 OHSAS **MATHEMATICS** 1.5 Measurement conversion and calculations for parameter settings **COMMUNICATION** 1.6 Reporting machine conditions and logging parameter data ***1.7 Documentation***	1.1 ESD Application Skills 1.2 Recording and Reporting Skills 1.3 Attention to details
2. Check and verify machine parameters	2.1 Inspect machine settings and parameters according to standard operating procedures 2.2 Compare actual machine settings with	**SCIENCE** 2.1 Machine physics, heat management and material behavior under stress **TECHNOLOGY**	2.1 Attention to details 2.2 Basic Communication Skills

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	required specifications and ***process control*** 2.3 ~~Adjust or~~ escalate deviations in parameters as necessary 2.4 Record and document machine parameter checks	2.2 Use of measuring instruments and software for parameter verification **ENVIRONMENT** 2.3 ***Safety Compliance***/Compliance with ISO and EHS (Environmental, Health, and Safety) standards 2.4 OHSAS **MATHEMATICS** 2.5 Data recording 2.6 Statistical process control (SPC) concepts **COMMUNICATION** 2.7 Proper documentation of deviations and escalation protocols	2.3 Basic Computation Skills 2.4 Documentation Skills 2.5 Inspection skills 2.6 Recording and reporting skills 2.7 Operations skills 2.8 Labelling skills 2.9 Sampling skills
3. Monitor machine performance after parameter verification	3.1 Conduct test runs to ensure proper machine function 3.2 Maintain continuous observation and log changes in parameters 3.3 Report findings and coordinate with maintenance personnel when needed	**SCIENCE** 3.1 Impact of process variations on product quality **TECHNOLOGY** 3.2 Automated machine monitoring and data logging systems **ENVIRONMENT RELATED LAWS AND ORDINANCES** 3.3 Procedures for handling machine downtime and contamination control 3.4 OHSAS **MATHEMATICS** 3.5 Statistical tools for process capability analysis **COMMUNICATION**	3.1 Attention to details 3.2 Basic Communication Skills 3.3 Basic Computation Skills 3.4 Documentation Skills 3.5 Inspection skills 3.6 Recording and reporting skills 3.7 Operations skills 3.8 Labelling skills 3.9 Sampling skills

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.6 Real-time reporting and teamwork with maintenance and engineering teams	
4. Complete post-check procedures	4.1 Communicate machine status to relevant personnel 4.2 Follow workplace protocols for logging completed checks	**SCIENCE** 4.1 Effects of incorrect settings on final product quality **TECHNOLOGY** 4.2 Machine log systems and production tracking software **ENVIRONMENT RELATED LAWS AND ORDINANCES** 4.3 Cleanroom protocols and machine shutdown procedures **MATHEMATICS** 4.4 Logbook data interpretation and tracking trends **COMMUNICATION** 4.5 Clear handover of machine conditions and issues to the next shift	4.1 Attention to details 4.2 Basic Communication Skills 4.3 Basic Computation Skills 4.4 Documentation Skills 4.5 Inspection skills 4.6 Recording and reporting skills 4.7 Operations skills 4.8 Labelling skills 4.9 Sampling skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Measuring tools	May include: 1.1 Micrometer 1.2 Thickness Gauge 1.3 Magnifier 1.4 Microscope
2. Documentation	May include: 2.1 Log sheets 2.2 Digital reports 2.3 SPC charts 2.4 Deviation reports
3. Safety compliance	May include: 3.1 ESD Control 3.2 PPE requirements 3.3 Machine-specific lockout procedures
4. Process Control	May include: 4.1 Real-time monitoring 4.2 Feedback loops

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared machine parameter checking 1.2 Checked and verified machine parameters 1.3 Monitored machine performance after parameter verification 1.4 Completed post-check procedures
2. Resource implications	The following resources should be provided: 2.1 Actual IC back-end assembly machines or simulators 2.2 Standard operating procedure (SOP) documents 2.3 Measuring tools and equipment
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Observation of machine parameter checking in a workplace setting 3.2 Practical exercises using machine simulators 3.3 Review of documentation and reports prepared by the candidate
4. Context for Assessment	4.1 Assessment may be conducted in an actual workplace or simulated environment with IC back-end assembly machines 4.2 Assessment should reflect real-world scenarios, emphasizing adherence to process standards and safety protocols

UNIT OF COMPETENCY : CHECK MATERIAL IN PLATING PROCESS

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attributes required to check materials used in plating process. It includes inspecting incoming materials, verifying specifications, and ensuring compliance with quality and safety standards.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare for material checking	1.1 Identify and interpret work instructions, procedures and material specifications in accordance with ***process and product requirements***. 1.2 Ensure availability of necessary tools and equipment for material inspection in accordance with process requirements 1.3 Verify material handling and safety requirements in accordance with OHSAS.	**SCIENCE** 1.1 Material properties and contamination risks 1.2 ESD (Electrostatic Discharge) precautions **TECHNOLOGY** 1.3 Use of inspection tools and equipment 1.4 Measurement and tolerance limits **ENVIRONMENTAL** 1.5 OHSAS **COMMUNICATION** 1.6 Reading and interpreting work instructions	1.1 ESD Application Skills 1.2 Recording and Reporting Skills 1.3 Attention to details
2. Conduct material inspection	2.1 Perform visual and physical inspection of materials based on ***defined plating criteria*** 2.2 Identify non-conforming materials and document findings in accordance with materials specifications 2.3 Segregate, label, and report defective materials in accordance with non-conformance requirements	**SCIENCE** 2.1 Understanding defects and their impact **TECHNOLOGY** 2.2 Application of inspection techniques **ENVIRONMENT** 2.3 Proper disposal of defective materials **MATHEMATICS** 2.4 Statistical process control basics (Basic	2.1 Attention to details 2.2 Basic Communication Skills 2.3 Basic Computation Skills 2.4 Documentation Skills 2.5 Inspection skills 2.6 Recording and reporting skills

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		computation of materials) **COMMUNICATION** 2.5 Reporting inspection results	
3. Verify material specifications	3.1 Compare materials against provided specifications and tolerances. 3.2 Use ***measuring instruments*** to validate dimensions in accordance with process requirements. 3.3 Ensure compliance in accordance with industry and company quality standards.	**SCIENCE** 3.1 Principles of material testing **TECHNOLOGY** 3.2 Use of measuring tools **ENVIRONMENT** 3.3 Cleanroom protocols **MATHEMATICS** 3.4 Tolerance calculations **COMMUNICATION** 3.5 Coordinating with quality assurance teams	3.1 Attention to details 3.2 Basic Communication Skills 3.3 Basic Computation Skills 3.4 Documentation Skills 3.5 Inspection skills 3.6 Recording and reporting skills
4. Complete material checking process	4.1 Inspection results are reported in accordance with ***documentation requirements***. 4.2 Communicate findings to relevant personnel in accordance with reporting and communication requirements. 4.3 Store or transfer approved materials in accordance with material specifications.	**COMMUNICATION** 4.1 Record-keeping best practices **TECHNOLOGY** 4.2 Use of digital tracking systems **ENVIRONMENT AND SAFETY** 4.3 Safe storage procedures **COMMUNICATION** 4.4 Data entry and verification 4.5 Preparing and relaying reports	4.1 Attention to details 4.2 Basic Communication Skills 4.3 Basic Computation Skills 4.4 Documentation Skills 4.5 Inspection skills 4.6 Labelling skills 4.7 Recording and reporting skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Measuring Instruments	May include: 1.1 Coating Thickness Measurement Tool 1.2 Composition Analyzer 1.3 Electrical Property Measuring Tool 1.4 Surface Quality Analyzer
2. Defined Plating Criteria	May include: 2.1 Plating Thickness 2.2 Plating Coverage 2.3 Uniformity 2.4 Step Coverage 2.5 Surface Roughness
3. Process and product requirements	May include: 3.1 Plating Bath Composition 3.2 Temperature 3.3 Plating time 3.4 Current Density 3.5 Alignment settings 3.6 Dents 3.7 Crumpled
4. Documentation Requirements	May include: 4.1 Log sheets 4.2 Digital reports 4.3 SPC charts 4.4 Deviation reports

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared for Material Checking 1.2 Conducted Material Inspection 1.3 Verified Material Specifications 1.4 Completed Material Checking Process
2. Resource implications	The following resources should be provided: 2.1 Sample materials for inspection. 2.2 Necessary measuring and inspection tools. 2.3 Access to relevant standards and documentation.
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Practical demonstration of material inspection. 3.2 Written or oral questioning on procedures and standards. 3.3 Review of documented inspection results.
4. Context for Assessment	4.1 Assessment should be conducted in a real or simulated work environment with access to actual materials and equipment used in IC back-end assembly.

UNIT OF COMPETENCY : LOAD MATERIAL IN A PLATING PROCESS

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the skills, knowledge, and attitudes required to load materials in a plating process. It includes understanding material specifications, handling procedures, and safety requirements to ensure smooth production flow and quality output.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Load materials into the equipment	1.1 Align ***materials*** according to machine requirements. 1.2 Follow standard procedures for feeding materials in accordance with ***process requirement*** 1.3 Monitor the loading process for any irregularities in accordance with process requirement	**TECHNOLOGY** 1.1 Equipment operation and setup 1.2 Loading sequences and alignment techniques 1.3 Machine parameter adjustments **ENVIRONMENT AND SAFETY STANDARDS** 1.4 Occupational Safety and Health Administration (OSAHS)	1.1 Properly positioning materials 1.2 Monitoring equipment functionality
2. Verify material loading	2.1 Conduct visual and mechanical checks in accordance with process requirement 2.2 Ensure correct quantity and placement in accordance with process requirement 2.3 Identify and report deviations from standard in accordance with process requirement 2.4 Document loading activities in accordance with process requirement.	**TECHNOLOGY** 2.1 Quality standards for material loading 2.2 Inspection tools and techniques **COMMUNICATION** 2.3 Documentation and reporting procedures	2.1 Performing visual inspections 2.2 Using measurement tools 2.3 Recording and reporting data accurately

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Maintain work area	3.1 Clean and organize workstation after loading in accordance with process requirements. 3.2 Dispose of excess materials safely in accordance with environmental requirements 3.3 Follow operation safety procedures in accordance with process requirement	**ENVIRONMENT** 3.1 Workplace organization and cleanliness 6S principles 3.2 Waste disposal procedures	3.1 Cleaning and organizing tools and materials 3.2 Following equipment shutdown procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Materials	May include: 1.1 Molded Leadframes 1.2 Carriers 1.3 Clippers
2. Process Requirements	May include: 2.1 Required Plating Material 2.2 Plating Coverage and Thickness 2.3 Process Control and Yields

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Loaded materials into the equipment 1.2 Verified material loading 1.3 Maintained work area
2. Resource Implications	**The following resources should be provided**: 2.1 Material handling tools and equipment 2.2 Safety gear (PPE, ESD protection)
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Observation of practical performance 3.2 Written or oral questioning on theoretical concepts 3.3 Review of documented loading procedures
4. Context of Assessment	4.1 Assessment may take place in an actual workplace or a simulated environment that closely resembles real production settings.

UNIT OF COMPETENCY : PERFORM MONITORING

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes required to perform monitoring tasks in the plating process ensuring compliance with process parameters, equipment performance, and quality standards.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Monitor process parameters	1.1 Identify and record critical ***process parameters*** in accordance with process requirements. 1.2 Check and monitor process parameters in accordance with standard operating procedures (SOPs)	**SCIENCE** 1.1 Understanding of the plating process functions **TECHNOLOGY** 1.2 Plating Equipment **COMMUNICATION** 1.3 SOPs and work instructions- Industry best practices	1.1 Data collection and documentation 1.2 Use of monitoring tools 1.3 Adherence to procedures 1.4 Analytical thinking
2. Check equipment performance	2.1 Conduct routine ***machine/equipment*** checks in accordance with equipment requirements 2.2 Report abnormalities to relevant personnel	**TECHNOLOGY** 2.1 Equipment functions and limitations **COMMUNICATION** 2.2 Reporting procedures 2.3 Escalation protocols	2.1 Performing visual and functional checks 2.2 Effective communication 2.3 Problem identification
3. Inspect product quality	3.1 Verify product conformity using ***monitoring tools*** in accordance with product requirements. 3.2 Document ***quality standards*** results in accordance with documentation requirements.	**SCIENCE** 3.1 Quality standards 3.2 Defect Classification **COMMUNICATION** 3.3 Document requirements 3.4 Data recording standards	3.1 Visual Inspection 3.2 Use of measurement instruments 3.3 Report writing 3.4 Data input
4. Maintain work area and documentation	4.1 Follow housekeeping and safety in accordance with 6s 4.2 Complete monitoring reports accurately in	**COMMUNICATION** 4.1 Workplace organization principles	4.1 Following housekeeping standards 4.2 Identifying hazard s and risks

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	accordance with reporting requirements	4.2 Reporting tools and formats **ENVIRONMENT AND SAFETY GUIDELINES** ***4.3 Safety regulations*** 4.4 6S	4.3 Attention to detail 4.4 Time management skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Process Parameters	May include: 1.1 Temperature 1.2 Pressure 1.3 Speed 1.4 Feed rate 1.5 Alignment 1.6 Current
2. Machine/Equipment	May include: 2.1 Plating machines 2.2 Meco machine 2.3 Testers 2.4 Nitrogen-drying oven 2.5 Conveyors
3. Monitoring tools	May include: 3.1 Multimeters 3.2 Microscopes 3.3 Calipers 3.4 SPC Charts
4. Quality Standards	May include: 4.1 Visual defects 4.2 Electrical characteristics 4.3 Mechanical Intergity
5. Safety regulations	May include: 6.1 PPE Requirements 6.2 Lockout/Tagout procedures

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Monitored process parameters 1.2 Checked equipment performance 1.3 Inspected product quality 1.4 Maintained work area and documentation
2. Resource Implications	**The following resources should be provided**: 2.1 Access to an IC back-end assembly workstation 2.2 Standard monitoring tools and equipment 2.3 Relevant work instructions and SOPs
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Direct observation of monitoring activities 3.2 Review of completed documentation and reports 3.3 Oral or written questioning on required knowledge
4. Context of Assessment	4.1 Assessment must be conducted in a real or simulated IC back-end assembly environment. 4.2 Assessments should ensure adherence to industry standards and company protocols.

UNIT OF COMPETENCY : CHECK PLATED MATERIAL

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the competencies required to check plated materials in a plating process, ensuring quality and adherence to specifications. It includes inspection techniques, equipment usage, defect identification, and proper documentation of inspection results.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare for plated material inspection	1.1 Ensure proper handling of plated materials following ***standard operating procedures*** (SOPs). 1.2 Verify that the plated material meets product requirements 1.3 Prepare ***inspection tools and equipment*** based on specifications.	**SCIENCE** 1.1 Understanding material properties and plating processes. **TECHNOLOGY** 1.2 Knowledge of inspection tools such as magnifiers and microscopes **ENVIRONMENTAL RELATED LAWS AND ORDINANCES** 1.3 Proper handling and disposal of materials per environmental guidelines. 1.4 OHSAS **MATHEMATICS** 1.5 Measurement techniques for thickness and uniformity. **COMMUNICATION** 1.6 Reporting material conditions and discrepancies.	1.1 Attention to details 1.2 Basic Communication Skills 1.3 Basic Computation Skills 1.4 Documentation Skills 1.5 Inspection skills 1.6 Recording and reporting skills
2. Conduct visual and measurement inspection	2.1 Inspect plated material visually based on ***product criteria*** 2.2 Use ***measuring instrument*** to check plating requirements	**SCIENCE** 2.1 Chemical and physical reactions affecting plating quality.	2.1 Attention to details 2.2 Basic Communication Skills

	2.3 Compare results with defined product standards and specifications.	**TECHNOLOGY** 2.2 Use of digital and analog measuring devices **ENVIRONMENTAL RELATED LAWS AND ORDINANCES** 2.3 Compliance with cleanliness and contamination control. 2.4 OHSAS **MATHEMATICS** 2.5 Interpretation of measurement tolerances. **COMMUNICATION** 2.6 Recording and reporting inspection results	2.3 Basic Computation Skills 2.4 Documentation Skills 2.5 Inspection skills 2.6 Recording and reporting skills
3. Identify and classify plating defects	3.1 Identify plating defects based on product criteria 3.2 Classify defects based on severity and acceptable limits. 3.3 Escalate major defects to the appropriate personnel.	**SCIENCE** 3.1 Causes and effects of plating defects. **TECHNOLOGY** 3.2 Application of defect classification charts and software. **ENVIRONMENTAL RELATED LAWS AND ORDINANCES** 3.3 Maintaining quality standards in a cleanroom environment. 3.4 OHSAS **MATHEMATICS** 3.5 Statistical analysis of defect rates. **COMMUNICATION** 3.6 Proper documentation and communication of findings.	3.1 Attention to details 3.2 Basic Communication Skills 3.3 Basic Computation Skills 3.4 Documentation Skills 3.5 Inspection skills 3.6 Recording and reporting skills
4. Document and report inspection results	4.1 Record findings accurately in the inspection log. 4.2 Prepare reports for process engineers and	**SCIENCE** 4.1 Understanding corrective and preventive actions. **TECHNOLOGY**	4.1 Attention to details 4.2 Basic Communication Skills

	quality assurance teams.	4.2 Use of digital reporting systems and databases. **ENVIRONMENTAL RELATED LAWS AND ORDINANCES** 4.3 Compliance with industry documentation standards. 4.4 OHSAS **MATHEMATICS** 4.5 Data analysis for process improvement. **COMMUNICATION** 4.6 Clear and concise reporting of inspection results.	4.3 Basic Computation Skills 4.4 Documentation Skills 4.5 Inspection skills 4.6 Recording and reporting skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Standard Operating Procedures	May include: 1.1 Out of control action plan (OCAP) 1.2 Process specification
2. Inspection Tools and Equipment	2.1 Micrometer 2.2 Caliper 2.3 Thickness Gauge 2.4 Magnifier 2.5 Microscope 2.6 XRF machine
3. Product Criteria	May include: 3.1 Discoloration 3.2 Uneven coating 3.3 Contamination 3.4 Rough Plating 3.5 Incomplete Plating 3.6 Burn Plating

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared for plated material inspection 1.2 Conducted visual and measurement inspection 1.3 Identified and classified plating defects 1.4 Documented and reported inspection results
2. Resource implications	The following resources should be provided: 2.1 Access to plated material samples with known defects. 2.2 Standard inspection tools and measuring devices. 2.3 Documentation and reporting templates.
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Practical demonstration of plated material inspection. 3.2 Written or oral questioning to assess theoretical understanding. 3.3 Review of documented inspection reports.
4. Context for Assessment	4.1 Assessments must be conducted in an environment that closely resembles actual working conditions, such as a manufacturing facility or training laboratory.

UNIT OF COMPETENCY : STRESS RELIEF BAKE

UNIT CODE : CS-

UNIT DESCRIPTOR : This unit covers the competency required to perform stress relief bake (SRB) in plating process. It involves knowledge of SRB principles, proper handling of semiconductor devices, adherence to standard operating procedures (SOPs), and ensuring quality and safety compliance.

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare for Stress Relief Bake Process	1.1 Ensure readiness of baking equipment and materials. 1.2 Verify work instructions, ***process parameters***, and material specifications. 1.3 Perform pre-bake inspection of devices to detect any defects. 1.4 Follow ESD (Electrostatic Discharge) handling precautions.	**SCIENCE** 1.1 Semiconductor materials, thermal effects on ICs **TECHNOLOGY** 1.2 Baking ovens, temperature profiling, handling tools **ENVIRONMENT** 1.3 Cleanroom standards, ESD-safe handling 1.4 OHSAS **MATHEMATICS** 1.5 Temperature settings, time calculations **COMMUNICATION** 1.6 Reading process sheets, reporting equipment status	1.1 Attention to details 1.2 Basic Communication Skills 1.3 Basic Computation Skills 1.4 Documentation Skills 1.5 Inspection skills 1.6 Recording and reporting skills
2. Perform Stress Relief Bake Operation	2.1 Load devices into the baking oven according to standard loading procedures 2.2 Set appropriate temperature and time based on work instructions. 2.3 Monitor and record process parameters during baking.	**SCIENCE** 2.1 Thermal expansion, moisture removal principles **TECHNOLOGY** 2.2 Oven controllers, thermal monitoring devices **ENVIRONMENT**	2.1 Attention to details 2.2 Basic Communication Skills 2.3 Basic Computation Skills 2.4 Documentation Skills 2.5 Inspection skills 2.6 Recording and reporting skills

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.4 Identify and respond to alarms or deviations in process conditions.	2.3 Airflow control, humidity considerations 2.4 OHSAS **MATHEMATICS** 2.5 Temperature-time relationship, SPC charts **COMMUNICATION** 2.6 Logging process parameters, reporting abnormalities	
3 Post Stress Relief Bake Operation	3.1 Follow proper cool down procedures of oven in accordance with process requirements. 3.2 Unload material in accordance with process requirements. 3.3 Perform post-bake inspection to check for defects. 3.4 Ensure proper labeling and storage of baked materials 3.5 Maintain documentation for traceability.	**SCIENCE** 3.1 Heat transfer, moisture diffusion **TECHNOLOGY** 3.2 Inspection tools, material handling techniques **ENVIRONMENT** 3.3 Contamination control, proper waste disposal 3.4 OHSAS **MATHEMATICS** 3.5 Statistical process control, pass-fail criteria **COMMUNICATION** 3.6 Reporting defects, updating logs	3.1 Attention to details 3.2 Basic Communication Skills 3.3 Basic Computation Skills 3.4 Documentation Skills 3.5 Inspection skills 3.6 Recording and reporting skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Process parameters	May include: 1.1 Temperature 1.2 Duration 1.3 Atmosphere

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared for Stress Relief Bake Process 1.2 Performed Stress Relief Bake Operation 1.3 Post-stress Relief Bake Operation
2. Resource Implications	The following resources should be provided: 2.1 Access to stress relief bake ovens and IC packages. 2.2 Standard operating procedures and process documents. 2.3 Personal protective equipment (PPE) and ESD-safe materials.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Direct observation of stress relief bake operations. 3.2 Written or oral questioning on theoretical knowledge. 3.3 Review of work records and process documentation.
4. Context of Assessment	4.1 Assessment must be conducted in a controlled work environment that replicates actual production conditions. 4.2 Performance should be assessed in accordance with workplace policies and industry standards.

GLOSSARY OF TERMS		
1.	**6S**	A systematic approach to workplace organization and standardization, comprising six components that aim to optimize efficiency and safety in the workplace. (Sort, Set in order, shine, standardize, sustain and safety)
2.	**Appearance**	It refers to the visual characteristics or attributes of an object, material, or product.
3.	**Assembly Bonding Diagram (ABD)**	It is a visual representation used in manufacturing and engineering to show how different components or materials are joined together during the assembly process. It illustrates the locations and methods of bonding or fastening.
4.	**Assembly Drawing**	It is a technical illustration used in manufacturing to show how various components of a product fit together.
5.	**Cleanroom Dust Particle Count**	it is a critical measurement that indicates the level of cleanliness in the environment
6.	**Control Plan Requirements**	It is a critical document in quality management systems, particularly in manufacturing and production. It outlines the methods and procedures used to monitor and control processes to ensure that products meet specified quality standards.
7.	**Cured Lot**	A batch of items or materials that has been subjected to a curing process to achieve desired physical or chemical properties. The curing process ensures that the lot meets the required specifications and performance standards.
8.	**Curing Temperature**	The temperature at which a material is heated or maintained during the curing process to facilitate chemical reactions or physical changes required for it to reach its final state.
9.	**Customer Documents**	It is a type of paperwork and digital files that are associated with customer interactions, transactions, and relationships.
10.	**Customer's Requirements**	Are the needs and expectations that customers have for a product, service, or experience. Understanding and addressing these requirements are crucial for businesses to ensure customer satisfaction, loyalty, and overall success.
11.	**Daily Target Plan**	it is a no. of target output aim to accomplish within a single day
12.	**Die Attach Machine**	It is an automated device used in the semiconductor industry to precisely attach semiconductor dies (chips) to a substrate or lead frame during the manufacturing process of integrated circuits (ICs).
13.	**Die Attach**	The process of adhering a semiconductor die to a substrate or lead frame using various bonding materials and techniques.
14.	**Epoxy**	A type of polymer material created by the reaction of an epoxide (a reactive organic compound) with a hardener or curing agent. The result is a strong, rigid material that cures to form a solid, durable substance.

15. **Epoxy Label Information**	This information is usually found on product labels or data sheets provided by manufacturers and includes details about the epoxy resin, hardeners, and any additives.
16. **ESD**	Any material that has properties designed to either dissipate static electricity or prevent the buildup of static charges
17. **Internal Visual Criteria**	A set of standards or guidelines used to evaluate the visual aspects of a product or component during quality control or inspection processes.
18. **Log sheet**	It is a structured document used to record data, activities, or events systematically over time.
19. **Lot**	A distinct group or batch of items produced, handled, or sold as a unit. The term is often used to ensure traceability, manage inventory, and maintain quality standards.
20. **Material Request Form**	It is a document used to formally request materials or supplies needed for a project, production process, or other operational needs. It serves as a way to ensure that the necessary materials are ordered and provided in a timely manner, maintaining smooth operations and avoiding disruptions.
21. **OSHS**	It refers to the field dedicated to the safety, health and welfare of people engaged in work or employment. It involves the practices, regulations, and policies designed to prevent workplace accidents, injuries and illness ensuring a safe and healthy working environment.
22. **Oven Curing**	A thermal process where materials are heated in an oven to promote chemical reactions or physical changes that lead to hardening, setting, or bonding.
23. **Parameter**	A measurable or definable factor that affects or determines the behavior, performance, or outcome of a system, process, or function.
24. **Preventive Maintenance Sticker**	It refers to a Preventice Machine Sticker. This sticker is used in various industries to indicate that equipment or machinery has undergone scheduled preventive machine and to provide important information about the machine process.
25. **Raw Materials**	are the basic substances or components used in manufacturing processes to produce finished goods or products.
26. **Report**	It is a structured document that presents information, findings, or data on a specific subject or activity. Reports are used to communicate detailed information to stakeholders, make informed decisions, and provide insights.
27. **Thawing Time**	The duration needed to allow a frozen item to reach a temperature where it can be effectively used, processed, or consumed.
28. **Traveler's Card**	A document or form used in manufacturing and production to track progress of a product or component through various stages of production
29. **Withdrawn Materials**	It refers to items or substances that have been removed from inventory or usage due to various reasons, such as quality issues, obsolescence, or changes in demand.
30. **Work Instruction**	It provides clear, step by step directions to ensure consistency, quality, and safety in the execution of work.

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