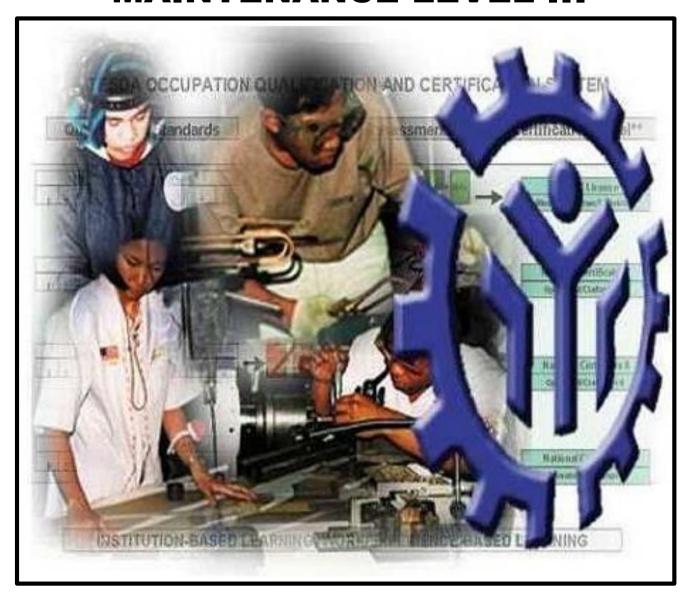
## **COMPETENCY STANDARDS**

# WAFER SORT EQUIPMENT MAINTENANCE 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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# COMPETENCY STANDARDS FOR WAFER SORT EQUIPMENT MAINTENANCE LEVEL III

The WAFER SORT EQUIPMENT MAINTENANCE LEVEL III consists of competencies that a person must achieve in setting-up wafer sort equipment machine (tester and wafer prober), conducting preventive maintenance and diagnostic tests on wafer sort equipment machine, sustaining environmental and operational requirements for wafer sort equipment, conducting line maintenance and repairing wafer sort equipment and managing wafer sort equipment spare parts.

The Units of Competency comprising this Qualification include the following:

| UNIT CODE<br>400311319<br>400311320  | BASIC COMPETENCIES  Lead workplace communication  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<br>400311326   | Evaluate occupational safety and health work practices  Evaluate environmental work practices  |
| 400311327  | Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)   |
|  |  |
| UNIT CODE  | COMMON COMPETENCIES  |
| ELC311205  | Use Hand Tools   |
| ELC311205<br>ELC311204   | Use Hand Tools<br>Apply Quality Standards  |
| ELC311205  | Use Hand Tools   |
| ELC311205<br>ELC311204<br>ELC311203<br>UNIT CODE                                   | Use Hand Tools Apply Quality Standards Perform Computer Operations  CORE COMPETENCIES  |
| ELC311205<br>ELC311204<br>ELC311203<br>UNIT CODE<br>CS-ELC-742314                  | Use Hand Tools Apply Quality Standards Perform Computer Operations  CORE COMPETENCIES Set-Up Wafer Sort Equipment (Tester and Wafer Prober)  |
| ELC311205<br>ELC311204<br>ELC311203<br>UNIT CODE                                   | Use Hand Tools Apply Quality Standards Perform Computer Operations  CORE COMPETENCIES Set-Up Wafer Sort Equipment (Tester and Wafer Prober) Conduct Preventive Maintenance and Diagnostic Tests on Wafer   |
| ELC311205<br>ELC311204<br>ELC311203<br>UNIT CODE<br>CS-ELC-742314                  | Use Hand Tools Apply Quality Standards Perform Computer Operations  CORE COMPETENCIES Set-Up Wafer Sort Equipment (Tester and Wafer Prober) Conduct Preventive Maintenance and Diagnostic Tests on Wafer Sort Equipment Sustain Environmental and Operational Requirements for the |
| ELC311205<br>ELC311204<br>ELC311203<br>UNIT CODE<br>CS-ELC-742314<br>CS-ELC-742315 | Use Hand Tools Apply Quality Standards Perform Computer Operations  CORE COMPETENCIES Set-Up Wafer Sort Equipment (Tester and Wafer Prober) Conduct Preventive Maintenance and Diagnostic Tests on Wafer Sort Equipment  |

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

Maintenance Technician (Wafer Tester)

#### SECTION 2 COMPETENCY STANDARDS

This section details the contents of the basic, common and core units of competency required in WAFER SORT EQUIPMENT MAINTENANCE 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<br>KNOWLEDGE  | REQUIRED SKILLS   |
|---|--|--|---|
| 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<br>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<br>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            | May include:                |
| communication            | 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 |

| Critical aspects of      | Assessment requires evidence that the candidate:                |
|--------------------------|---|
| <u>-</u>                 | ·   |
| Competency               | 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                    | elaborated in the KNOWLEDGE   |  | REQUIRED SKILLS   |
|----------------------------|---|--|---|
| 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   | <ul> <li>2.1 Work plan and procedures</li> <li>2.2 Work requirements and targets</li> <li>2.3 Individual and group expectations and assignments</li> <li>2.4 Ways to improve group leadership and membership</li> </ul>                  | 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<br>KNOWLEDGE  | REQUIRED SKILLS   |
|---|---|--|---|
| 2. Cot norformer                              | personal<br>considerations,<br>whenever<br>possible   | 2.4.00020000000000000000000000000000000  | 2.4 Communication   |
| 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<br>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       | May include:                            |
| concerns               | 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                    |

| 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<br>KNOWLEDGE   | REQUIRED SKILLS  |
|---------------------------------------|---|---|--|
| Examine specific workplace challenges | <ul> <li>1.1 Variances are examined from normal operating parameters; and product quality.</li> <li>1.2 Extent, cause and nature of the specific problem are defined through observation, investigation and analytical techniques.</li> <li>1.3 Problems are clearly stated and specified.</li> </ul> | 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<br>KNOWLEDGE  | REQUIRED SKILLS   |
|--|--|--|---|
| 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. | <ul> <li>1.7 Industry codes and standards</li> <li>2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations.</li> <li>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.</li> <li>2.3 Relevant equipment and operational processes.</li> <li>2.4 Enterprise goals, targets and measures.</li> <li>2.5 Enterprise quality</li> <li>2.6 OSH and environmental requirement.</li> <li>2.7 Enterprise information systems and data collation.</li> <li>2.8 Industry codes and standards.</li> </ul> | 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<br>analytical<br>techniques (e.g.,<br>planning,<br>attention,<br>simultaneous  |

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>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 | <ul> <li>4.1 Action plans are implemented and evaluated.</li> <li>4.2 Results of plan implementation and recommendations are prepared.</li> <li>4.3 Recommendations are presented to appropriate personnel.</li> <li>4.4 Recommendations are followed-up, if required.</li> </ul> | 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<br>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 clearcut 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                       |

| 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 |
| 4. Context of Assessment           | situations that may have happened.  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<br>KNOWLEDGE   | REQUIRED SKILLS   |
|--|--|---|---|
| Develop an individual's cultural awareness and sensitivity   | <ul> <li>1.1 Individual differences with clients, customers and fellow workers are recognized and respected in accordance with enterprise policies and core values.</li> <li>1.2 Differences are responded to in a sensitive and considerate manner</li> <li>1.3 <i>Diversity</i> is accommodated using appropriate verbal and nonverbal communication.</li> </ul> | 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 |
| 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 in the workplace  |

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>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  | 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)  |

| 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         |
| 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<br>KNOWLEDGE  | REQUIRED SKILLS   |
|--|---|--|---|
| Assess work     procedures,     processes and     systems in terms     of innovative     practices | <ul> <li>1.1. Reasons for innovation are incorporated to work procedures.</li> <li>1.2. Models of innovation are researched.</li> <li>1.3. Gaps or barriers to innovation in one's work area are analyzed.</li> <li>1.4. Staff who can support and foster innovation in the work procedure are identified.</li> </ul> | <ul> <li>1.1 Seven habits of highly effective people.</li> <li>1.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004)</li> <li>1.3 Five minds of the future concepts (Gardner, 2007).</li> <li>1.4 Adaptation concepts in neuroscience (Merzenich, 2013).</li> <li>1.5 Transtheoretical model of behavior change (Prochaska, DiClemente, &amp; Norcross, 1992).</li> </ul> | <ul> <li>1.1 Demonstrating collaboration and networking skills.</li> <li>1.2 Applying basic research and evaluation skills</li> <li>1.3 Generating insights on how to improve organizational procedures, processes and systems through innovation.</li> </ul> |
| 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  | <ul> <li>2.1 Seven habits of highly effective people.</li> <li>2.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004)</li> </ul>   | 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<br>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 processes and systems. | <ul> <li>2.3 Five minds of the future concepts (Gardner, 2007).</li> <li>2.4 Adaptation concepts in neuroscience (Merzenich, 2013).</li> <li>2.5 Transtheoretical model of behavior change (Prochaska, DiClemente, &amp; Norcross, 1992).</li> </ul> | 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.  | <ul> <li>2.1 Five minds of the future concepts (Gardner, 2007).</li> <li>2.2 Adaptation concepts in neuroscience (Merzenich, 2013).</li> <li>2.3 Transtheoretical model of behavior change (Prochaska, DiClemente, &amp; Norcross, 1992).</li> </ul> | 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<br>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                                     |  |
| 4 Oritical lagratina     | 3.4 Money                                       |  |
| 4. Critical Inquiry      | May include:                                    |  |
|                          | 4.1 Preparation. 4.2 Discussion.                |  |
|                          | 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.         |  |

| 1. Critical Aspects of    | Assessment requires evidence that the candidate:  |
|---------------------------|---|
| Competency                | 1.1 Established the reasons why innovative systems  |
| Competency                | 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  |   |
| 3. Wethous 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<br>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 | <ul> <li>1.1. Application in collating information</li> <li>1.2. Procedures for inputting, maintaining and archiving information</li> <li>1.3. Guidance to people who need to find and use information</li> <li>1.4. Organize information</li> <li>1.5. classify stored information for identification and retrieval</li> <li>1.6. Operate the technical information system by using agreed procedures</li> </ul> | 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. <b>Technical information</b> 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<br>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 | <ul> <li>2.2. Procedures and work instructions for the use of IT</li> <li>2.3. Operational requirements for IT systems</li> <li>2.4. Sources and flow paths of data</li> <li>2.5. Security systems and measures that can be used</li> <li>2.6. Extract data and format reports</li> <li>2.7. Methods of entering and processing information</li> <li>2.8. WWW enabled applications</li> </ul> | 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<br>techniques<br>3.2 Techniques in<br>checking<br>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<br>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                      |  |

| 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  |
|                           |   |

| 5. Critical Aspects of    | Assessment requires evidence that the candidate:       |
|---------------------------|--|
| Competency                | 1.1 Established the reasons why innovative systems     |
| Competency                | 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     |
| O Contact for Assessment  | 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<br>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<br>KNOWLEDGE  | REQUIRED SKILLS                                    |
|---|--|--|--|
| 3. Evaluate effectiveness of Occupational Safety and Health work instructions | 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* 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  |
|-------------------------------|--|
| OSH Work Practices     Issues | <ul> <li>May include:</li> <li>1.1 Workers' experience/observance on presence of work hazards</li> <li>1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks)</li> <li>1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines</li> </ul>  |
| 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      | <ul> <li>May include: <ul> <li>3.1 Preventive and control measures, and targets</li> <li>3.2 Eliminate the hazard (i.e., get rid of the dangerous machine</li> <li>3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off)</li> <li>3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one)</li> <li>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)</li> <li>3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine)</li> <li>3.7 Use personal protective equipment</li> <li>3.8 Safety, Health and Work Environment Evaluation</li> <li>3.9 Periodic and/or special medical examinations of workers</li> </ul> </li></ul> |
| 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  |

| 1. Critical aspects of     | Assessment requires evidence that the candidate:  |
|----------------------------|---|
| Competency                 | 1.1. Identify OSH work practices issues relevant to work requirements   |
|                            | 1.2. Identify gaps in work practices related to relevant OSH work standards   |
|                            | 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              | Competency in this unit may be assessed through:  |
| Assessment                 | 3.1 Observation/Demonstration with oral questioning   |
|                            | 3.2 Third party report  |
|                            | 3.3 Written exam  |
| 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<br>KNOWLEDGE   | REQUIRED SKILLS  |
|--|--|---|--|
| 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  | elaborated in the<br>Range of Variables   |  | REQUIRED SKILLS  |
|--|---|--|--|
|  | appropriate<br>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 |

| VARIABLE                           | RANGE   |
|------------------------------------|---|
| 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  |

| Critical aspects of       | Asse   | essment requires evidence that the candidate:    |  |
|---------------------------|--|--|--|
| Competency                | 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  | rce Implications The following resources should be provi |  |  |
|                           | 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  | Com  | petency 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<br>KNOWLEDGE  | REQUIRED SKILLS  |  |
|--|---|--|--|--|
| Develop and maintain microsmall medium enterprise (MSMEs) skills in the organization | <ul> <li>1.1 Appropriate business strategies are determined and set for the enterprise based on current and emerging business environment.</li> <li>1.2 Business operations are monitored and controlled following established procedures.</li> <li>1.3 Quality assurance measures are implemented consistently.</li> <li>1.4 Good relations are maintained with staff/workers.</li> <li>1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.</li> </ul> | <ul> <li>1.1 Business models and strategies</li> <li>1.2 Types and categories of businesses</li> <li>1.3 Business operation</li> <li>1.4 Basic Bookkeeping</li> <li>1.5 Business internal controls</li> <li>1.6 Basic quality control and assurance concepts</li> <li>1.7 Government and regulatory processes</li> </ul> | 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<br>KNOWLEDGE   | REQUIRED SKILLS   |  |
|--|---|---|---|--|
| 2. Establish and maintain client-base/ market      | <ul> <li>2.1 Good customer relations are maintained</li> <li>2.2 New customers and markets are identified, explored and reached out to.</li> <li>2.3 Promotions / Incentives are offered to loyal customers</li> <li>2.4 Additional products and services are evaluated and tried where feasible.</li> <li>2.5 Promotional / advertising initiatives are carried out where necessary and feasible.</li> </ul> | 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 | <ul> <li>3.1 Enterprise is built up and sustained through judicious control of cash flows.</li> <li>3.2 Profitability of enterprise is ensured though appropriate internal controls.</li> <li>3.3 Unnecessary or lower-priority expenses and purchases are avoided.</li> </ul>  | 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                       |  |

| 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  |  |  |

| 1. Critical aspects of   | Assessment requires evidence that the candidate:          |  |  |
|--------------------------|---|--|--|
| competency               | 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            | Competency in this unit may be assessed through :         |  |  |
| Assessment               | 3.1 Written examination                                   |  |  |
|                          | 3.2 Demonstration/observation with oral questioning       |  |  |
|                          | 3.3 Portfolio assessment with interview                   |  |  |
|                          | 3.4 Case problems   |  |  |

| 4. Context of | 4.1 Competency may be assessed in workplace or in a    |  |  |
|---------------|--|--|--|
| Assessment    | 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. |

| 1. | <b>ELEMENT</b> Plan and                       | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables 1.1. Tasks to be   | REQUIRED KNOWLEDGE  • Planning and   | REQUIRED SKILLS  • Preparing required  |
|----|---|---|--|--|
|    | prepare for tasks<br>to be undertaken         | undertaken are properly identified 1.2. Appropriate <i>hand tools</i> are identified and selected according to the task requirements  | preparing task/activity Electronics hand tools and their uses Function, operation and common faults in electronics hand tools  | 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 | <ul> <li>Checking and safety requirements in handling tools</li> <li>Standard procedures in checking, identification and marking of safe or unsafe/ faulty tools</li> </ul>  | <ul> <li>Identifying and checking hand tools</li> <li>Marking of safe or unsafe/ faulty hand tools</li> </ul>  |
| 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  | <ul> <li>Safety         requirements in         using electronics         hand tools and test         equipment</li> <li>Electronics hand         tools for adjusting,         dismantling,         assembling,         finishing, and         cutting.</li> <li>Processes,         Operations,         Systems</li> </ul> | <ul> <li>Reading skills         required to interpret         work instruction         and numerical skills</li> <li>Using PPE properly</li> <li>Problem solving in         emergency         situation</li> </ul> |

| ELEMENT                | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE   | REQUIRED<br>SKILLS   |
|------------------------|--|---|--|
|                        | 3.3 Malfunctions,<br>unplanned or<br>unusual events<br>are reported to<br>the supervisor   | <ul> <li>Proper usage         and care of hand         tools</li> <li>Types and uses         of test         equipment</li> <li>Common faults in         the use of hand         tools</li> </ul> |  |
| 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   | Checking and cleaning hand tools     Storing hand tools properly |

| 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                         |
| Personal Protective     Equipment (PPE) | 2.1. Gloves 2.2. Protective eyewear 2.3. Apron/overall   |
| 3. Maintenance                          | <ul> <li>3.1. Cleaning</li> <li>3.2. Lubricating</li> <li>3.3. Tightening</li> <li>3.4. Simple tool repairs</li> <li>3.5. Hand sharpening</li> <li>3.6. Adjustment using correct procedures</li> </ul> |

| 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 |
|-------------------------------|---|
| 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  |
| 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<br>KNOWLEDGE  | REQUIRED<br>SKILLS  |
|--|---|--|---|
| 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 | <ul> <li>Relevant production processes, materials and products</li> <li>Characteristics of materials, software and hardware used in production processes</li> <li>Quality checking procedures</li> <li>Quality Workplace procedures</li> <li>Identification of faulty materials related to work</li> </ul> | <ul> <li>Reading skills required to interpret work instruction</li> <li>Critical thinking Interpreting work instructions</li> </ul> |

| ELEMENT                          | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>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 | <ul> <li>Safety and environmental aspects of production processes</li> <li>Fault identification and reporting</li> <li>Workplace procedure in documenting completed work Workplace Quality Indicators</li> </ul> | 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  | <ul> <li>Quality improvement processes</li> <li>Company customers defined</li> </ul>   | <ul> <li>Solution providing<br/>and decision-<br/>making</li> <li>Practice company<br/>process<br/>improvement<br/>procedure</li> </ul> |

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

| 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        | <ul><li>3.1. Organization work procedures</li><li>3.2. Manufacturer's instruction manual</li><li>3.3. Customer requirements</li><li>3.4. Forms</li></ul>   |
| 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             | <ul><li>5.1. Co-worker</li><li>5.2. Supplier</li><li>5.3. Client</li><li>5.4. Organization receiving the product or service</li></ul>  |

| 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<br>KNOWLEDGE   | REQUIRED<br>SKILLS   |
|--|---|---|--|
| Plan and prepare for task to be undertaken | <ul> <li>1.1. Requirements of task are determined in accordance with the required output.</li> <li>1.2. Appropriate hardware and software are selected according to task assigned and required outcome.</li> <li>1.3. Task is planned to ensure that OH &amp; S guidelines and procedures are followed.</li> <li>1.4. Client -specific guidelines and procedures are followed.</li> <li>1.5. Required data security guidelines are applied in accordance with existing procedures.</li> </ul> | <ul> <li>Main types of computers and basic features of different operating systems</li> <li>Main parts of a computer</li> <li>Information on hardware and software         <ul> <li>Data security guidelines</li> </ul> </li> </ul> | <ul> <li>Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals.</li> <li>Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. Interpreting user manuals and security guidelines</li> </ul> |
| 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  | <ul> <li>Basic ergonomics of keyboard and computer user</li> <li>Storage devices and basic categories of memory</li> <li>Relevant types of software</li> </ul>  | <ul> <li>Technology skills<br/>to use equipment<br/>safely including<br/>keyboard skills.</li> <li>Entering data</li> </ul>  |

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>KNOWLEDGE   | REQUIRED<br>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  |   |   |
| 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 | <ul> <li>General security, privacy legislation and copyright</li> <li>Productivity Application</li> <li>Business Application</li> </ul>         | Accessing information     Searching and browsing files and data   |
| 4. Produce/<br>output data<br>using computer<br>system | <ul> <li>4.1 Entered data are processed using appropriate software commands</li> <li>4.2 Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures</li> <li>4.3 Files, data are transferred between</li> </ul>   | <ul> <li>Computer application in printing, scanning and sending facsimile</li> <li>Types and function of computer peripheral devices</li> </ul> | <ul> <li>Computer data processing</li> <li>Printing of data</li> <li>Transferring files and data</li> </ul> |

| ELEMENT                                    | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>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 | <ul> <li>Computer equipment/system basic maintenance procedures</li> <li>Viruses</li> <li>OH &amp; S principles and responsibilities</li> <li>Calculating computer capacity</li> <li>System Software</li> <li>Basic file maintenance procedures</li> </ul> | <ul> <li>Removing computer viruses from infected machines</li> <li>Making backup files</li> </ul> |

| VARIABLE                        | RANGE  |
|---------------------------------|--|
| Hardware and peripheral devices | <ul> <li>1.1. Personal computers</li> <li>1.2. Networked systems</li> <li>1.3. Communication equipment</li> <li>1.4. Printers</li> <li>1.5. Scanners</li> <li>1.6. Keyboard</li> <li>1.7. Mouse</li> <li>1.8. Voice/Data logger</li> </ul>   |
| 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            | <ul><li>3.1. OHS guidelines</li><li>3.2. Enterprise procedures</li></ul>   |
| 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         | <ul><li>5.1. Types of equipment used</li><li>5.2. Appropriate furniture</li><li>5.3. Seating posture</li><li>5.4. Lifting posture</li><li>5.5. Visual display unit screen brightness</li></ul>   |
| 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                  | <ul> <li>7.1. Creating and managing more space in the hard disk and other peripherals</li> <li>7.2. Reviewing programs</li> <li>7.3. Deleting unwanted files</li> <li>7.4. Backing up files</li> <li>7.5. Checking hard drive for errors</li> <li>7.6. Using up to date anti-virus programs</li> <li>7.7. Cleaning dust from internal and external surfaces</li> </ul> |

| Critical aspect of competency | Assessment requires evidence that the candidate:  1.1. Selected and used hardware components correctly   |
|-------------------------------|--|
| Competency                    | and according to the task requirement  |
|                               | Identified and explain the functions of both hardware and software used, their general features and capabilities                                       |
|                               | 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       | <ul><li>3.1. Computer hardware with peripherals</li><li>3.2. Appropriate software</li></ul>  |
| 4. Context of Assessment      | Assessment may be conducted in the workplace or in a simulated work environment  |

#### **CORE COMPETENCIES**

UNIT OF COMPETENCY : SET UP WAFER SORT EQUIPMENT (TESTER AND

WAFER PROBER)

UNIT CODE : CS-ELC-742314

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to set up

wafer sort equipment (tester and wafer prober) this includes conducting pre set-up and set-up activities on wafer sort equipment and conducting buy-off of the equipment set-up.

| ELEMENT   | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS  |
|---|---|--|---|
| Conduct pre set-up activities on wafer sort equipment | <ul> <li>1.1. Personal Protective Equipment (PPEs) are worn in accordance with wafer sort area requirements</li> <li>1.2. Process Traveler (PT) requirements are understood</li> <li>1.3. Tester and prober are identified according to PT</li> <li>1.4. Required tools, consumables and set-up parts are gathered according to PT</li> <li>1.5. Tester and prober conditions are checked based on the calibration and preventive maintenance condition</li> <li>1.6. Required tools and set-up parts are checked in accordance with the wafer sort process specifications</li> </ul> | 1.1 General Occupational Safety and Health (OSH) Principles 1.2 Interpretation of Process Traveler (PT) 1.3 Electro Static Discharge (ESD) Requirements/Clean Room Protocol 1.4 Tester and Wafer Prober Equipment 1.5 Tester and Wafer Prober Set-up parts 1.6 Overview on Equipment Calibration and Preventive Maintenance 1.7 Creating Lean Culture (6S) | <ul> <li>1.1 Proper wearing of PPEs</li> <li>1.2 Understanding and Interpreting PT</li> <li>1.3 Understanding ESD</li> <li>1.4 Identifying and Inspecting tools, set-up parts, and equipment</li> <li>1.5 Communication Skills</li> <li>1.6 Applying Lean Culture (6S)</li> </ul> |
| Set-up wafer sort equipment                           | <ul> <li>2.1 Safety procedures are followed according to occupational safety and health (OSH) standards</li> <li>2.2 Required tools and set-up parts are used</li> </ul>  | <ul> <li>2.1 Safety procedures and standards in mechanical setup</li> <li>2.2 Interpretation of mechanical drawings</li> <li>2.3 Knowledge in Wafer Sort Equipment</li> </ul>  | 2.1 Reading and interpreting mechanical drawings 2.2 Applying procedures in   |

| ELEMENT                                    | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE   | REQUIRED<br>SKILLS   |
|--|--|---|--|
|  | according to setup procedures  2.3 Mechanical parts are properly installed according to tester and wafer prober machines and product specifications and required setup time  2.4 Electrical/Electronic parts are properly installed/ replaced according to tester and wafer prober machines and product specifications and required time  2.5 Parameters are set accurately following the required procedures and technical specifications  2.6 Any non-conformance to specifications is reported to appropriate personnel | mechanical setup procedures  2.4 Knowledge on the use of setup jigs  2.5 Understand tester and wafer prober machines mechanical parts and functions (especially moving parts)  2.6 Knowledge with basic pneumatic parts and system  2.7 Awareness on safety operation of tester and wafer prober machines  2.8 Reading of different gauges  2.9 Awareness on setup criteria  2.10 Awareness on applicable Out of Control Action Plan (OCAP)  2.11 Proper handling of tools  2.12 Types of setup tools | mechanical manuals  2.3 Using setup tools for a specific task  2.4 Detecting abnormality or non-conformance  2.5 Installing mechanical parts on Wafer Sort Equipment   |
| 3. Conduct buy-off of the equipment set-up | <ul> <li>3.1 Wafer test-run is performed on dummy/Correlation Wafer in accordance with standard operating procedures</li> <li>3.2 Troubleshooting and test re-run is performed in accordance to the instruction's manual</li> <li>3.3 Wafer Sort Equipment is endorsed to the operator</li> </ul>  | 3.1 General Occupational Safety and Health (OSH) Principles 3.2 Interpretation of Process Traveler (PT) 3.3 Electro Static Discharge (ESD) Requirements/Clean Room Protocol 3.4 Wafer Sort Equipment 3.5 Wafer Sort Equipment Set-up parts 3.6 Overview on Equipment Calibration and Preventive Maintenance   | 3.1 Proper wearing of PPEs 3.2 Understanding and Interpreting PT 3.3 Understanding ESD 3.4 Identifying and Inspecting tools, set-up parts, and equipment 3.5 Communication Skills 3.6 Applying Lean Culture (6S) 3.7 Troubleshooting Skills on Wafer Sort Equipment 3.8 Operating Wafer Sort Equipment |

| ELEMENT | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS                    |
|---------|--|--|---------------------------------------|
|         |  | 3.7 Lean Culture (6S) Implementation 3.8 Wafer Handling Procedures 3.9 Operating Procedures on Wafer Sort Equipment 3.10 Troubleshooting | 3.9 Installing Probe<br>Card/Hardware |
|         |  | Procedures on Wafer Sort Equipment   |                                       |

| VARIABLE               | RANGE   |
|------------------------|---|
| 1. PPEs                | May include but not limited to: 1.1 Bunny Suit 1.2 Gloves 1.3 Booties 1.4 Face Mask 1.5 Electro Static Discharge (ESD) Wrist Strap  |
| 2. Required tools      | May include: 2.1 Inspection microscope 2.2 Computer 2.3 Set-up tools 2.4 Repair tools   |
| 3. Consumables         | May include: 3.1 Alcohol 3.2 Clean room/Lint free wipes 3.3 DI water  |
| 4. Set-up parts        | May include: 4.1 Load board 4.2 Probe Card 4.3 Interface cables   |
| 5. Parameters          | May include: 5.1 Electrical Parameters 5.2 Mechanical Parameters 5.3 Facilities/Environmental Parameters  |
| 6. Required Procedures | May include but not limited to: 6.1 Set-up Procedures 6.1.1 Probe chuck cleaning procedures 6.1.2 Manual and automatic system calibration 6.1.3 Product file/probe card loading |

| Critical Aspects of Competency | Assessment requires evidence that the candidate: 1.1 Conducted pre set-up activities on wafer sort equipment 1.2 Set-up wafer sort equipment 1.3 Conducted buy-off of the equipment set-up |
|--------------------------------|--|
| 2. Resource Implications       | The following resources should be provided: 2.1 Tools, Materials and Equipment appropriate for the unit of competency 2.2 Workplace environment appropriate for the unit of competency     |
| 3. Methods of Assessment       | Competency in this unit may be assessed through: 3.1 Interview 3.2 Demonstration with Questioning 3.3 Observation 3.4 Written Examination  |
| 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 : CONDUCT PREVENTIVE MAINTENANCE AND

DIAGNOSTIC TESTS ON WAFER SORT EQUIPMENT

UNIT CODE : CS-ELC-742315

**UNIT DESCRIPTOR** 

: This unit covers the knowledge, skills and attitudes needed to conduct preventive maintenance and diagnostic tests on wafer sort equipment. This includes preparing maintenance and calibration tools, measuring instrument and wafer sort equipment, assessing machine performance/ condition, carrying out machine preventive maintenance and calibration and buying off machine condition after maintenance.

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS   |
|--|--|--|--|
| Prepare maintenance and calibration tools, instrument and Wafer Sort Equipment | <ul> <li>1.1 Safety procedures are followed in accordance with the Occupational Safety and Health (OSH) Standards. *</li> <li>1.2 Maintenance tools, jigs, measuring instrument and Wafer Sort Equipment for Preventive Maintenance (PM) are determined based from the Preventive Maintenance Procedures*</li> <li>1.3 Tools, instrument and machines are checked prior to the performance of the scheduled PM *</li> <li>1.4 Forms, check sheets, calibration standards, consumables are prepared for use in the preventive maintenance and calibration works. *</li> </ul> | <ul> <li>1.1 Safety procedures and standards in preventive maintenance of machines.</li> <li>1.2 Familiarity with production line tools and/or equipment and their location.</li> <li>1.3 Understanding machine manuals, procedures, work instructions and other applicable documents/ specifications</li> <li>1.4 Knowledge in the use of various PM forms and check sheets</li> <li>1.5 Knowledge on cleaning materials</li> <li>1.6 Knowledge on interpreting drawings</li> </ul> | <ul> <li>1.1 Safety practice skills</li> <li>1.2 Reading skills</li> <li>1.3 Probing skills</li> <li>1.4 Keen to details</li> <li>1.5 Communication skills</li> <li>1.6 Detecting abnormality or nonconformance</li> </ul> |
| 2. Assess machine performance/ condition                                       | 2.1 Safety procedures are followed according to occupational safety and health (OSH) standards.  | <ul><li>2.1 PM standards and procedures</li><li>2.2 Machine preventive maintenance manuals</li></ul>   | <ul><li>2.1 Reading skills</li><li>2.2 Probing skills</li><li>2.3 Keen to details</li><li>2.4 Communication<br/>skills</li></ul>   |

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS   |
|--|--|--|--|
|  | <ul> <li>2.2 Previous PM activities and line performance are reviewed in accordance with maintenance procedures</li> <li>2.3 Previous breakdown history is analyzed in accordance with machine maintenance manual</li> <li>2.4 Appropriate action is determined based on the results of the review and analysis conducted.</li> <li>2.5 Current machine performance/condition is assessed in accordance with user feedback.</li> </ul>   | 2.3 Knowledge in machine mechanical/ electrical adjustment/ calibration and parameter fine tuning  2.4 Knowledge in machine specifications and operation   | 2.5 Detecting abnormality or non-conformance   |
| 3. Carryout machine preventive maintenance and calibration | <ul> <li>3.1 Safety procedures are followed according to occupational safety and health (OSH) standards</li> <li>3.2 Mechanical and electrical/electronic parts are properly checked according to machine and product specifications and required maintenance time.</li> <li>3.3 PM check sheet items are executed in accordance with PM procedures and machine specifications.</li> <li>3.4 Calibration check sheet items are executed in accordance with calibration procedures and machine specifications.</li> </ul> | <ul> <li>3.1 Safety procedures and standards in preventive maintenance and calibration</li> <li>3.2 Familiarity with production line tools and/or equipment and their location.</li> <li>3.3 Knowledge in machine mechanical and electrical preventive maintenance and calibration</li> <li>3.4 Knowledge on the use of setup jigs.</li> <li>3.5 Understand machine mechanical / electrical parts and functions (especially moving parts).</li> <li>3.6 Knowledge with basic pneumatic parts and systems.</li> <li>3.7 Awareness on safety operation of</li> </ul> | <ul> <li>3.1 Read and interpret mechanical drawings and electrical diagrams</li> <li>3.2 Applying procedures in mechanical manuals</li> <li>3.3 Can use proper tools for a specific task</li> <li>3.4 Detecting abnormality or non-conformance</li> <li>3.5 Can remove/install mechanical parts on machines.</li> <li>3.6 Maintaining machine</li> <li>3.7 Communication skills</li> <li>3.8 Measuring skills</li> </ul> |

| ELEMENT                                    | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>KNOWLEDGE   | REQUIRED<br>SKILLS  |
|--|---|---|---|
|  | 3.5 Any non-conformance to specifications is reported to appropriate personnel.   | production line machines. 3.8 Reading of different gauges. 3.9 Electrostatic discharge control procedure  |   |
| Buyoff machine condition after maintenance | <ul> <li>4.1 Safety procedures are followed according to occupational safety and health (OSH) standards</li> <li>4.2 Outputs using dummy wafer are checked according to PM standards and product criteria</li> <li>4.3 Initial machine performance and production outputs are monitored according to machine and product criteria</li> <li>4.4 Completeness and accuracy of documents are checked in accordance to PM standards and procedures</li> <li>4.5 Machine is turned over for production in accordance with maintenance procedure</li> </ul> | <ul> <li>4.1 Safety procedures and standards in machine preventive maintenance and calibration</li> <li>4.2 Knowledge in machine operations</li> <li>4.3 Knowledge in machine and product criteria</li> <li>4.4 PM standards and procedures</li> <li>4.5 Understanding of PM analysis and results</li> <li>4.6 Wafer handling</li> <li>4.7 Awareness on applicable Out of Control Action Plan (OCAP)</li> </ul> | <ul> <li>4.1 Observing safety procedures</li> <li>4.2 Can operate machine being maintained</li> <li>4.3 Documentation skills</li> <li>4.4 Communication skills</li> <li>4.5 Product handling</li> </ul> |

| VARIABLE                                      | RANGE   |
|---|---|
| 1. Maintenance tools                          | May include: 1.1 Open wrench 1.2 Allen Key/Wrench 1.3 Screwdrivers 1.4 Pliers 1.5 Torque Wrench 1.6 Computer  |
| 2. Jigs                                       | May include: 2.1 Measurement jigs 2.2 Calibration jigs 2.3 Set-up jigs  |
| 3. Measuring Instrument                       | May include: 3.1 Anemometer 3.2 Lux meter 3.3 Digital Volt Meter 3.4 Block Gauge 3.5 Thermometer/Thermal Scanner  |
| 4. Forms                                      | May include: 4.1 Preventive Maintenance Record Form 4.2 Temperature Calibration Form 4.3 Equipment buy-off form   |
| 5. Consumables                                | May include: 5.1 Bolts, nuts and screws 5.2 Bushing 5.3 Linear motion bearing 5.4 Lubricants 5.5 Springs 5.6 Gaskets 5.7 Dummy Wafer 5.8 Clean room/Lint free wipes 5.9 Isopropyl Alcohol (IPA) 5.10 Surface Plate Cleaner 5.11 Mirror Glaze 5.12 Fiberglass Applications and Wipes 5.13 Vacuum Cleaner 5.14 Swab |
| 6. Mechanical and Electrical/electronic parts | May include: 6.1 Mechanical: 6.1.1 Probe chuck 6.1.2 Motors 6.1.3 OEM / Catalogue parts   |

|                          | 6.2 Electrical/electronic parts |  |  |
|--------------------------|---------------------------------|--|--|
|                          | 6.2.1 Sensors                   |  |  |
|                          | 6.2.2 Camera                    |  |  |
|                          | 6.2.3 Electrical wirings        |  |  |
|                          | 6.2.4 Amplifiers                |  |  |
|                          | 6.2.5 Switch button             |  |  |
|                          | 6.2.6 Load board                |  |  |
|                          | 6.2.7 Probe Card                |  |  |
|                          | 6.2.8 Interface cables          |  |  |
| 7. Appropriate personnel | 7.1 Manager                     |  |  |
|                          | 7.2 Engineer                    |  |  |
|                          | 7.3 Supervisor                  |  |  |
|                          | 7.4 Lead technician             |  |  |

| Critical Aspects of Competency | Assessment requires evidence that the candidate:  1.1 Prepared maintenance tools, instrument and wafer sort equipment  1.2 Assessed machine performance/ condition  1.3 Carried out machine preventive maintenance and calibration |
|--------------------------------|--|
| 2 Posource Implications        | 1.4 Buy-off machine condition after maintenance  The following resources should be provided:   |
| 2. Resource Implications       | <ul><li>The following resources should be provided:</li><li>2.1 Tools, Materials and Equipment appropriate for the unit of competency</li><li>2.2 Workplace environment appropriate for the unit of competency</li></ul>           |
| 3. Methods of Assessment       | Competency in this unit may be assessed through: 3.1 Interview 3.2 Demonstration with Questioning 3.3 Observation 3.4 Written Examination  |
| 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 : SUSTAIN ENVIRONMENTAL AND OPERATIONAL REQUIREMENTS FOR THE WAFER SORT EQUIPMENT

UNIT CODE : CS-ELC-742316

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed

to sustain environmental and operational requirements for the Wafer Sort Equipment. This includes implementing engineering controls, participating in administrative controls, following environment, health, and safety protocols, and

emergency preparedness.

| ELEMENT                                | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE   | REQUIRED<br>SKILLS   |
|--|--|---|--|
| Implement     engineering     controls | 1.1 Wafer sort equipment air control is set and monitored according to the operation's manual  1.2 Proper handling of chemicals is strictly followed based on Safety Data Sheet (SDS)  | 1.1 Basic Electrical 1.2 Engineering    Control Regulations 1.3 Wafer sort    equipment    operation's manual 1.4 Wafer sort area    requirements 1.5 Particle count    monitoring 1.6 Safety Data Sheet    (SDS) | <ul> <li>1.1 Safety practice skills</li> <li>1.2 Reading skills</li> <li>1.3 Probing skills</li> <li>1.4 Communication skills</li> <li>1.5 Detecting abnormality or nonconformance</li> <li>1.6 Chemical handling skills</li> <li>1.7 Monitoring Skills</li> </ul> |
| Participate in administrative controls | 2.1 Safety Awareness and Accident Training Programs are attended in accordance with the company regulations 2.2 Chemical Handling Processes, Procedures, and Guidelines Training Programs are attended in accordance with the company regulations 2.3 Hazard identification and Risk Assessment Control (HIRAC) is performed in accordance with the company policies and regulations | 2.1 Safety Training Manuals 2.2 Chemical Handling Processes, Procedures, and Guidelines 2.3 Company Policies and Regulations 2.4 Hazard identification and Risk Assessment Control (HIRAC)                        | 2.1 Safety practice skills 2.2 Reading skills 2.3 Probing skills 2.4 Communication skills 2.5 Chemical handling skills 2.6 Monitoring Skills 2.7 Risk Assessment Skills  |

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS   |
|--|---|--|--|
| 3. Comply with environment, health, and safety protocols | 3.1 Appropriate Personal Protective Equipment (PPEs) is used in accordance with Occupational Safety and Health (OSH) standards 3.2 Lean Culture (6S) guidelines are strictly performed 3.3 Proper segregation of hazardous waste/chemicals is strictly followed based on Safety Data Sheet (SDS)  | 3.1 Occupational Safety and Health (OSH) standards 3.2 Lean Culture (6S) Guidelines 3.3 Safety Data Sheet (SDS)  | <ul> <li>4.1 Safety practice skills</li> <li>4.2 Reading skills</li> <li>4.3 Communication skills</li> <li>4.4 Chemical handling skills</li> <li>4.5 Monitoring Skills</li> <li>4.6 Risk Assessment Skills</li> <li>4.7 Waste Disposal Skills</li> </ul> |
| 4. Follow Emergency Preparedness                         | <ul> <li>4.1 Emergency exits are identified based on the Company's Evacuation Maps</li> <li>4.2 Spilled chemicals are reported to emergency response team</li> <li>4.3 Machine abnormalities are checked and monitored according to operation's manual</li> <li>4.4 Emergency equipment locations are identified based on emergency procedures guidelines</li> <li>4.5 Regular emergency drills are participated according to the company's policies and regulations</li> </ul> | 4.1 Emergency Procedures Guidelines 4.2 Chemical Spill Procedures 4.3 Company's Evacuation Maps 4.4 Wafer sort equipment operation's manual 4.5 Company's policies and regulations 4.6 Out-of-Control Action Plan (OCAP) 4.7 Emergency Equipment | <ul> <li>4.1 Safety practice skills</li> <li>4.2 Reading skills</li> <li>4.3 Communication skills</li> <li>4.4 Chemical handling skills</li> <li>4.5 Monitoring Skills</li> <li>4.6 Risk Assessment Skills</li> <li>4.7 Interpersonal Skills</li> </ul>  |

| VARIABLE                 | RANGE                            |
|--------------------------|----------------------------------|
|                          | RANGL                            |
| Personal Protective      | May include:                     |
| Equipment (PPEs)         | 1.1 face mask                    |
|                          | 1.2 bunny suit                   |
|                          | 1.3 safety shoes                 |
|                          | 1.4 gloves                       |
|                          | 1.5 googles                      |
|                          | 1.6 head gear                    |
|                          | 1.7 anti-static wrist strap      |
| 2. Machine abnormalities | May include:                     |
|                          | 2.1 Burned electrical wires      |
|                          | 2.2 Foul smell                   |
|                          | 2.3 Excessive machine vibrations |
|                          | 2.4 Abnormal sounds              |
|                          | 2.5 Unorganized wires/cables     |
|                          | 2.6 Busted fuse                  |
| 3. Emergency equipment   | May include:                     |
|                          | 3.1 Ladders                      |
|                          | 3.2 Fire extinguisher            |
|                          | 3.3 Fire Ax                      |
|                          | 3.4 Fire Hose                    |
|                          | 3.5 Stretchers                   |
|                          | 3.6 Wheel Chairs                 |

# **EVIDENCE GUIDE**

| Critical Aspects of Competency | Assessment requires evidence that the candidate: 1.1 Implemented engineering controls 1.2 Participated in administrative controls 1.3 Complied with environment, health, and safety protocols 1.4 Followed Emergency Preparedness |
|--------------------------------|---|
| 2. Resource Implications       | The following resources should be provided: 2.1 Tools, Materials and Equipment appropriate for the unit of competency 2.2 Workplace environment appropriate for the unit of competency  |
| 3. Methods of Assessment       | Competency in this unit may be assessed through: 3.1 Interview 3.2 Demonstration with Questioning 3.3 Observation 3.4 Written Examination   |
| 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**: Conduct Line Maintenance and Diagnostic Tests on

Wafer Sort Equipment

UNIT CODE : CS-ELC-742317

**UNIT DESCRIPTOR**: This unit covers the knowledge, skills and attitudes needed

to conduct line maintenance and diagnostic tests on Wafer Sort Equipment. This includes preparing for line maintenance and calibration tools, troubleshooting machine performance/ condition, carrying out repair and calibration on Wafer Sort Equipment and buy-off wafer sort equipment

condition after maintenance.

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS   |
|--|--|--|--|
| Prepare for line maintenance/calibration work  | <ul> <li>1.1 Safety procedures are followed in accordance with the Occupational Safety and Health (OSH) Standards.</li> <li>1.2 Line maintenance tools, jigs, measuring instrument are identified based on Maintenance Procedures</li> <li>1.3 Tools, jigs and instruments are requested according to job requirements</li> <li>1.4 Forms, check sheets, calibration standards, consumables are prepared for use in the line maintenance and calibration works.</li> </ul> | <ul> <li>1.1 Safety procedures and standards in line maintenance of machines.</li> <li>1.2 Familiarity with production line tools and/or equipment and their location.</li> <li>1.3 Understanding machine manuals, procedures, work instructions and other applicable documents/ specifications</li> <li>1.4 Knowledge in the use of various line maintenance forms and check sheets</li> <li>1.5 Knowledge on cleaning materials</li> <li>1.6 Knowledge on interpreting drawings</li> <li>1.7 Clean room area guidelines</li> </ul> | <ul> <li>1.1 Safety practice skills</li> <li>1.2 Reading skills</li> <li>1.3 Probing skills</li> <li>1.4 Keen to details</li> <li>1.5 Communication skills</li> <li>1.6 Detecting abnormality or nonconformance</li> </ul> |
| 2. Troubleshoot machine performance/ condition | <ul> <li>2.1 Safety procedures are followed according to occupational safety and health (OSH) standards.</li> <li>2.2 Previous repair history of wafer sort</li> </ul>   | 2.1 Occupational safety and health (OSH) standards 2.2 Troubleshooting procedures 2.3 Wafer Sort Equipment   | <ul><li>2.1 Reading skills</li><li>2.2 Probing skills</li><li>2.3 Keen to details</li><li>2.4 Communication<br/>skills</li></ul>   |

| ELEMENT   | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS  |
|---|---|--|---|
|   | equipment machine is checked in accordance with troubleshooting procedures and machine maintenance manual.  2.3 Appropriate action is determined based on the results of the review and analysis conducted.  2.4 Current machine performance/condition is assessed in accordance with user feedback.  | maintenance manual  2.4 Knowledge in machine mechanical/ electrical adjustment/ calibration and parameter fine tuning  2.5 Knowledge in machine specifications and operation  2.6 Knowledge on interpreting electrical, electronics, and mechanical drawings  2.7 Clean room area guidelines   | 2.5 Detecting abnormality or non-conformance 2.6 Troubleshooting skills 2.7 Machine operation skills 2.8 Safety practice skills   |
| 3. Carry out repair and calibration on Wafer Sort Equipment | <ul> <li>3.1 Safety procedures are followed according to occupational safety and health (OSH) standards *</li> <li>3.2 Mechanical and electrical/electronic parts are replaced/installed according to machine and product specifications.</li> <li>3.3 Line check sheet items are executed in accordance with maintenance procedures and machine specifications.</li> <li>3.4 Calibration check sheet items are executed in accordance with calibration procedures and machine specifications.</li> </ul> | <ul> <li>3.1 Safety procedures and standards in repair, maintenance, and calibration</li> <li>3.2 Familiarity with production line tools and/or equipment and their location.</li> <li>3.3 Knowledge in machine mechanical and electrical/electronic repair, maintenance and calibration</li> <li>3.4 Knowledge on the use of setup jigs.</li> <li>3.5 Machine mechanical/electronics / electrical parts and functions (especially moving parts).</li> </ul> | 3.1 Read and interpret mechanical drawings, electronics and electrical diagrams 3.2 Applying procedures in mechanical manuals 3.3 Can use proper tools for a specific task 3.4 Detecting abnormality or non-conformance 3.5 Can remove/ install mechanical parts on machines. 3.6 Maintaining machine 3.7 Communication skills 3.8 Measuring skills |

| ELEMENT   | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables  3.5 Line and calibration check sheet forms are filled up in accordance with maintenance procedures and machine specifications.  3.6 Any non-conformance to specifications is  | REQUIRED KNOWLEDGE  3.6 Basic pneumatic parts and systems. 3.7 Safety operation of production line machines. 3.8 Reading of different gauges. 3.9 Electrostatic discharge control procedure | REQUIRED SKILLS  3.9 Troubleshooting skills 3.10 Calibration skills  |
|---|---|---|--|
| 4 Duyoff Wofer Cont                                     | reported to appropriate personnel.  | 3.10 Clean room area guidelines   | 4.1. Obconing actor:   |
| Buyoff Wafer Sort Equipment condition after maintenance | <ul> <li>4.1 Safety procedures are followed according to occupational safety and health (OSH) standards*</li> <li>4.2 Outputs using dummy wafer are checked according to maintenance standards and product criteria*</li> <li>4.3 Initial Wafer Sort Equipment performance and production outputs are monitored according to machine and product criteria</li> <li>4.4 Completeness and accuracy of documents are checked in accordance to maintenance standards and procedures *</li> <li>4.5 Machine is turned over for production in accordance with company procedures *</li> </ul> | <ul> <li>4.1 Safety procedures and standards in machine maintenance and calibration</li> <li>4.2 Wafer Sort</li></ul>   | <ul> <li>4.1 Observing safety procedures</li> <li>4.2 Can operate machine being maintained</li> <li>4.3 Documentation skills</li> <li>4.4 Communication skills</li> <li>4.5 Product handling</li> <li>4.6 Monitoring skills</li> </ul> |

# **RANGE OF VARIABLES**

| VARIABLE                | RANGE   |
|-------------------------|---|
| 1. Line maintenance     | May include: 1.1 Open wrench 1.2 Allen Key/Wrench 1.3 Screw drivers 1.4 Pliers 1.5 Torque Wrench 1.6 Computer   |
| 2. Jigs                 | May include: 2.1 Measurement jigs 2.2 Calibration jigs 2.3 Set-up jigs  |
| 3. Measuring Instrument | May include: 3.1 Anemometer 3.2 Lux meter 3.3 Digital Voltmeter 3.4 Block Gauge   |
| 4. Forms                | May include: 4.1 Repair Request Form 4.2 Temperature Calibration Form 4.3 Equipment buy-off form  |
| 5. Consumables          | May include: 5.1 Bolts, nuts and screws 5.2 Bushing 5.3 Linear motion bearing 5.4 Lubricants 5.5 Springs 5.6 Gaskets 5.7 Dummy Wafer 5.8 Clean room/Lint free wipes 5.9 Isopropyl Alcohol (IPA) 5.10 Surface Plate Cleaner 5.11 Mirror Glaze 5.12 Fiberglass Applications and Wipes 5.13 Vacuum Cleaner 5.14 Swab |
| 6. Cleaning Materials   | May include: 6.1 Clean room wipes 6.2 Isopropyl Alcohol (IPA) 6.3 Surface Plate Cleaner 6.4 Mirror Glaze 6.5 Fiberglass Applications and Wipes 6.6 Vacuum Cleaner   |

|   | 6.7 Swab  |
|---|---|
| 7. Mechanical and Electrical/electronic parts | May include: 7.1 Mechanical: 7.1.1 Probe chuck 7.1.2 Motors 7.1.3 OEM / Catalogue parts 7.2 Electrical/electronic parts 7.2.1 Sensors 7.2.2 Camera 7.2.3 Electrical wirings 7.2.4 Amplifiers 7.2.5 Switch button 7.2.6 Load board 7.2.7 Probe Card 7.2.8 Interface cables |
| 8. Appropriate personnel                      | <ul><li>8.1 Manager</li><li>8.2 Engineer</li><li>8.3 Supervisor</li><li>8.4 Lead technician</li></ul>   |

# **EVIDENCE GUIDE**

| Critical Aspects of Competency | Assessment requires evidence that the candidate: 1.1 Prepared for line maintenance/ calibration work 1.2 Troubleshoot machine performance/ condition 1.3 Carried out repair and calibration on Wafer Sort Equipment 1.4 Buy-off machine condition after maintenance |
|--------------------------------|---|
| 2. Resource Implications       | The following resources should be provided: 2.1 Tools, Materials and Equipment appropriate for the unit of competency 2.2 Workplace environment appropriate for the unit of competency  |
| 3. Methods of Assessment       | Competency in this unit may be assessed through: 3.1 Interview 3.2 Demonstration with Questioning 3.3 Observation 3.4 Written Examination   |
| 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 : MANAGE WAFER SORT EQUIPMENT SPARE PARTS

UNIT CODE : CS-ELC-742318

**UNIT DESCRIPTOR** 

: This unit covers the knowledge, skills and attitudes needed to manage wafer sort equipment spare parts. This includes Identifying and classifying spare parts, requesting spare parts, placing spare parts to appropriate storage area and monitoring available and consumed parts.

| ELEMENT                           | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS   |
|-----------------------------------|--|--|--|
| Identify and classify spare parts | <ul> <li>1.1 Wafer Sort Equipment parts list are reviewed according to assembly drawing</li> <li>1.2 Wafer Sort Equipment parts, and description are identified according to its function</li> <li>1.3 Wafer Sort Equipment parts classifications are identified based on their tool life, functions and visual requirements.</li> </ul> | <ul> <li>1.1 Original Equipment Manufacturer (OEM) parts</li> <li>1.2 Familiarity with machine and/or equipment parts and their location.</li> <li>1.3 Wafer Sort Equipment and parts functions</li> <li>1.4 Understanding machine manuals, procedures, work instructions and other applicable documents/ specifications</li> <li>1.5 Knowledge on interpreting drawings</li> <li>1.6 Computer Literacy</li> <li>1.7 Wafer Sort Equipment Machine parts classifications</li> <li>1.8 Wafer Sort Equipment parts tool life</li> </ul> | <ul> <li>1.1 Reading skills</li> <li>1.2 Probing skills</li> <li>1.3 Keen to details</li> <li>1.4 Communication skills</li> <li>1.5 Detecting abnormality or nonconformanc e</li> <li>1.6 Computer Operation Skills</li> </ul> |
| Request spare parts               | <ul> <li>2.1 Equipment spare parts to be requested are identified based on their <i>priority</i></li> <li>2.2 Fast-moving spare parts are prioritized based on their tool life and lead time</li> <li>2.3 Requested spare parts are discussed to</li> </ul>  | <ul> <li>2.1 Original Equipment Manufacturer (OEM) parts</li> <li>2.2 Familiarity with machine and/or equipment parts and their location.</li> <li>2.3 Understanding machine manuals, procedures, work</li> </ul>  | <ul> <li>2.1 Reading skills</li> <li>2.2 Communication skills</li> <li>2.3 Computer Operation Skills</li> <li>2.4 Interpersonal Skills</li> <li>2.5 Documentation Skills</li> </ul>  |

| ELEMENT  | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables   | REQUIRED<br>KNOWLEDGE  | REQUIRED<br>SKILLS  |
|--|--|--|---|
|  | all concerned personnel for their approval 2.4 Request form is filled up according to spare parts regulations  | instructions and other applicable documents/ specifications 2.4 Knowledge on interpreting drawings 2.5 Computer Literacy 2.6 Wafer Sort Equipment Machine parts classifications 2.7 Wafer Sort Equipment Machine tool life 2.8 Requisition Form Description  |   |
| 3. Place spare parts to appropriate storage area | 3.1 Electrical and mechanical spare parts are stored in designated racks/cabinets based on storage arrangements * 3.2 Electrical and mechanical spare parts are tagged according to classification * 3.3 Electrical and mechanical spare parts are stored in a controlled room temperature area based on storage requirements * 3.4 Any non-conformance to spare parts specifications is reported to the immediate superior. | 3.1 Original Equipment Manufacturer (OEM) parts 3.2 Familiarity with machine and/or equipment parts and their location. 3.3 Knowledge on interpreting drawings 3.4 Computer Literacy 3.5 Wafer Sort Equipment Machine parts classifications 3.6 Tagging Procedures 3.7 Ambient Humidity Meter Readings 3.8 Storage requirements and arrangements | <ul> <li>3.1 Reading skills</li> <li>3.2 Communication skills</li> <li>3.3 Computer Operation Skills</li> <li>3.4 Interpersonal Skills</li> <li>3.5 Documentation Skills</li> <li>3.6 Tagging Skills</li> <li>3.7 Sorting and Arrangement Skills</li> <li>3.8 Handling and packaging spare parts</li> </ul> |
| Monitor     available and     consumed parts     | 4.1 Inventory of consumed parts is performed based on the spare parts controlled regulations   | 4.1 Original Equipment Manufacturer (OEM) parts 4.2 Knowledge on interpreting drawings   | <ul> <li>4.1 Reading skills</li> <li>4.2 Communication skills</li> <li>4.3 Computer Operation Skills</li> <li>4.4 Interpersonal Skills</li> </ul>   |

| ELEMENT | PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variables                               | REQUIRED<br>KNOWLEDGE   | REQUIRED<br>SKILLS  |
|---------|--|---|---|
|         | 4.2 Request for Quotation<br>Ledger Form is<br>checked based on the<br>spare parts controlled<br>regulations | literacy 4.4 Wafer Sort Equipment Machine parts classifications                           | <ul><li>4.5 Documentation<br/>Skills</li><li>4.6 Inventory Skills</li><li>4.7 Monitoring Skills</li><li>4.8</li></ul> |
|         | 4.3 Safety Stocks is maintained according to spare parts controlled regulations                              | <ul><li>4.5 Spare parts controlled regulations</li><li>4.6 Inventory Procedures</li></ul> |   |

# **RANGE OF VARIABLES**

| VARIABLE               | RANGE  |
|------------------------|--|
| Wafer Sort Equipment   | May include:                                 |
| parts classifications  | 1.1 Non-moving parts (a year)                |
|                        | 1.2 Slow-moving parts (3-5 months)           |
|                        | 1.3 Fast-moving parts (within a month)       |
| 2. Priority            | May include:                                 |
|                        | 2.1 cost of spare parts                      |
|                        | 2.2 lead time of arrival                     |
|                        | 2.3 rate of consumption of spare parts       |
|                        | 2.4 Production need                          |
| 3. Concerned personnel | May include:                                 |
|                        | 3.1 Section Manager                          |
|                        | 3.2 Department Manager                       |
|                        | 3.3 Spare Parts Controlled Section Personnel |
|                        | 3.4 Purchasing Department Personnel          |
|                        | 3.5 Engineering Department Personnel         |

### **EVIDENCE GUIDE**

| Critical Aspects of Competency | Assessment requires evidence that the candidate: 1.1 Identified and classified spare parts 1.2 Requested spare parts 1.3 Placed spare parts to appropriate storage area 1.4 Monitored available and consumed parts |
|--------------------------------|--|
| 2. Resource Implications       | The following resources should be provided: 2.1 Tools, Materials and Equipment appropriate for the unit of competency 2.2 Workplace environment appropriate for the unit of competency                             |
| 3. Methods of Assessment       | Competency in this unit may be assessed through: 3.1 Interview 3.2 Demonstration with Questioning 3.3 Observation 3.4 Written Examination  |
| 4. Context of Assessment       | 4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.  |

#### **GLOSSARY OF TERMS**

**1. Check Sheets** a structured, prepared form for collecting and analyzing data.

This is a generic data collection and analysis tool that can be adapted for a wide variety of purposes and is considered one of

the seven basic quality tools.

2. Fast-moving spare parts

are Fast-moving spare parts with a high turnover rate and are sold within a short period of time. Due to the fastness in selling the spare parts these are not stored or take space for long.

3. Process Traveler The traveler typically includes detailed instructions for each step

of the manufacturing process, material specifications, quality control checks, and any special notes related to the production

batch

4. Quotation Ledger Form

is a document that a seller provides to a buyer to offer goods or

services at a stated price, under specified conditions.

**5. Safety Stocks** is an extra quantity of a product which is stored in the

warehouse to prevent an out-of-stock situation. It serves as

insurance against fluctuations in demand.

**6. Tool Life** Useful life of a tool expressed in terms of time from start of its

service life until its end of life.

7. Wafer Prober An equipment where the wafers will be handled inside by the

prober to be placed on a platform called chuck to be probed by a

probe card.

**8. Wafer Sort** A process where a die is tested electrically while still in wafer

form.

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