

COMPETENCY STANDARDS



MARKET OPERATION AND DEVELOPMENT LEVEL IV

**SOCIAL AND OTHER COMMUNITY
DEVELOPMENT SERVICE SECTOR**

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COMPETENCY STANDARDS FOR MARKET OPERATION AND DEVELOPMENT LEVEL IV

Section 1 MARKET OPERATION AND DEVELOPMENT IV

The **MARKET OPERATION AND DEVELOPMENT LEVEL IV** Qualification consists of competencies required an individual to implement market design and plan, operate and maintain market and market activities, improve market and market activities, organize and mobilize stakeholders, conduct market promotional activities and implement market waste management.

The units of competency comprising this qualification include the following:

Code	BASIC COMPETENCIES
500311401	Utilize specialized communication skills
500311402	Develop and lead teams
500311403	Perform higher-order thinking processes and apply techniques in the workplace
500311404	Contribute to the practice of social justice in the workplace
500311405	Manage innovative work instructions
500311406	Manage and evaluate usage of information
500311407	Lead in improvement of Occupational Safety and Health (OSH) programs, policies and procedures
500311408	Lead towards improvement of environment work programs, policies and procedures
500311409	Sustain entrepreneurial skills
Code	COMMON COMPETENCIES
HCS421201	Provide quality customer service
HCS315202	Comply with quality and ethical standards
HCS311201	Perform computer operations
Code	CORE COMPETENCIES
SOCXXXXXX	Implement market design and plan
SOCXXXXXX	Operate and maintain market and market activities
SOCXXXXXX	Improve market and market activities
SOCXXXXXX	Organize and mobilize market stakeholders
SOCXXXXXX	Conduct market promotional activities
SOCXXXXXX	Implement market waste management

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

- Market Master
- Market Supervisor
- Market Promotional Officer
- Market Operation and Maintenance Officer
- Market Waste Management Officer
- Market Personal Relation Officer

SECTION 2

COMPETENCY STANDARDS

This section details the contents of the basic, common and core units of competency required in **MARKET OPERATION AND DEVELOPMENT LEVEL IV**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : UTILIZE SPECIALIZED COMMUNICATION SKILLS

UNIT CODE : 500311401

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate discussion with groups, and contribute to the development of communication strategies.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Meet common and specific communication needs of clients and colleagues	1.1 Specific communication needs of clients and colleagues are identified and met 1.2 Different approaches are used to meet communication needs of clients and colleagues 1.3 Conflict is addressed promptly in a manner which does not compromise the organization	1.1 Communication processes 1.2 Dynamics of groups and different styles of group leadership 1.3 Communication skills relevant to client groups 1.4 Flexibility in communication	1.1 Full range of communication techniques including: 1.1.1 Effective communication process 1.1.2 Active listening 1.1.3 Giving/ receiving feedback 1.1.4 Interpretation of information 1.1.5 Role boundaries setting 1.1.6 Negotiation 1.1.7 Establishing empathy 1.1.8 Conduct seminars 1.1.9 Public speaking 1.2 Communication skills required to fulfill job roles as specified by the organization

<p>2. Contribute to the development of communication strategies</p>	<p>2.1 Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as required</p> <p>2.2 Channels of communication are established and reviewed regularly</p> <p>2.3 Coaching in effective communication is provided</p> <p>2.4 Work related network and relationship are maintained</p> <p>2.5 Negotiation and conflict resolution strategies are used where required</p> <p>2.5 Communication with clients and colleagues is performed appropriate to individual needs and organizational objectives</p>	<p>2.1 Communication process</p> <p>2.2 Dynamics of groups and different styles of group leadership</p> <p>2.3 Openness and flexibility in communication</p> <p>2.4 Communication skills relevant to client groups</p>	<p>2.1 Full range of communication techniques including:</p> <p>2.1.1 Effective communication process</p> <p>2.1.2 Active listening</p> <p>2.1.3 Giving/ receiving Feedback</p> <p>2.1.4 Interpretation of information</p> <p>2.1.5 Role boundaries setting</p> <p>2.1.6 Negotiation</p> <p>2.1.7 Establishing empathy</p> <p>2.1.8 Openness and flexibility in communication</p> <p>2.2 Communication skills required to fulfill job roles as specified by the organization</p>
<p>3. Deliver a technical presentation</p>	<p>3.1 Presentation is delivered clearly, sequential and delivered within allotted time</p> <p>3.3 Utilize appropriate media to enhance presentation</p> <p>3.4 Differences in views/opinions are respected</p> <p>3.5 Questions during fora are responded in a manner consistent with organizational standard</p>	<p>3.1 Communication process</p> <p>3.2 Dynamics of groups and different styles of group leadership</p> <p>3.3 Openness and flexibility in communication</p> <p>3.4 Communication skills relevant to client groups</p>	<p>3.1 Full range of communication techniques including:</p> <p>3.1.1 Effective communication process</p> <p>3.1.2 Active listening</p> <p>3.1.3 Giving/receiving feedback</p> <p>3.1.4 Interpretation of information</p> <p>3.1.5 Role boundaries setting</p> <p>3.1.6 Negotiation</p> <p>3.1.7 Establishing empathy</p> <p>3.1.8 Openness and flexibility in</p>

			<p>communication</p> <p>3.1.9 Communication skills required to fulfill job roles as specified by the organization</p>
4. Represent the organization	<p>4.1 When participating in internal or external forums, presentation is relevant, appropriately researched and presented in a manner to promote the organization</p> <p>4.2 Presentation is clear and sequential and delivered within a predetermined time</p> <p>4.3 Utilize appropriate media to enhance presentation</p> <p>4.4 Differences in views are respected</p> <p>4.5 Written communication is consistent with organizational standards</p> <p>4.6 Inquiries are responded in a manner consistent with organizational standard</p> <p>4.7 Consolidate ideas and suggestions</p> <p>4.8 Generalize and summarize all ideas and suggestions</p>	<p>4.1 Communication process</p> <p>4.2 Dynamics of groups and different styles of group leadership</p> <p>4.3 Openness and flexibility in communication</p> <p>4.4 Communication skills relevant to client groups</p>	<p>4.1 Full range of communication techniques including:</p> <p>4.1.1 Effective communication process</p> <p>4.1.2 Active listening</p> <p>4.1.3 Giving/ receiving feedback</p> <p>4.1.4 Interpretation of information</p> <p>4.1.5 Role boundaries setting</p> <p>4.1.6 Negotiation</p> <p>4.1.7 Establishing empathy</p> <p>4.1.8 Openness and flexibility in communication</p> <p>4.2 Communication skills required to fulfill job roles as specified by the organization</p>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
5. Facilitate group discussion	5.1 Mechanisms which enhance effective group interaction is defined and implemented 5.2 Strategies which encourage all group members to participate are used routinely 5.3 Objectives and agenda for meetings and discussions are routinely set and followed 5.4 Relevant information is provided to group to facilitate outcomes 5.5 Evaluation of group communication strategies is undertaken to promote participation of all parties 5.6 Specific communication needs of individuals are identified and addressed	5.1 Communication process 5.2 Dynamics of groups and different styles of group leadership 5.3 Openness and flexibility in communication 5.4 Communication skills relevant to client groups	5.1 Full range of communication techniques including: 5.1.1 Effective communication process 5.1.2 Active listening 5.1.3 Giving/receiving feedback 5.1.4 Interpretation of information 5.1.5 Role boundaries setting 5.1.6 Negotiation 5.1.7 Establishing empathy 5.1.8 Openness and flexibility in communication 5.2 Communication skills required to fulfill job roles as specified by the organization
6. Conduct interview	6.1 A range of appropriate communication strategies are employed in interview situations 6.2 Records of interviews are made and maintained in accordance with organizational procedures 6.3 Effective questioning, listening and nonverbal communication techniques are used to ensure that required message is communicated	6.1 Communication process 6.2 Dynamics of groups and different styles of group leadership 6.3 Effective questioning techniques 6.3 Communication skills relevant to client groups	6.1 Full range of communication techniques including: 6.1.1 Effective communication process 6.1.2 Active listening 6.1.3 Giving/receiving feedback 6.1.4 Interpretation of information

			<p>6.1.5 Role boundaries setting</p> <p>6.1.6 Negotiation</p> <p>6.1.7 Establishing empathy</p> <p>6.2 Effective clarifying and probing techniques (questioning skills)</p> <p>6.3 Communication skills required to fulfill job roles as specified by the organization</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Strategies	May include: 1.1 Recognizing own limitations 1.2 Referral to specialists 1.3 Utilizing techniques and aids 1.4 Providing written drafts 1.5 Verbal and non verbal communication
2. Effective group interaction	May include: 2.1 Identifying and evaluating what is occurring within an interaction in a non judgmental way 2.2 Using active listening 2.3 Making decision about appropriate words, behavior 2.4 Putting together response which is culturally appropriate 2.5 Expressing an individual perspective 2.6 Expressing own philosophy, ideology and background and exploring impact with relevance to communication 2.7 Openness and flexibility in communication
3. Types of Interview	May include: 3.1 Related to staff issues 3.2 Routine 3.3 Confidential 3.4 Evidential 3.5 Non disclosure 3.6 Disclosure
4. Interview situations	May include: 4.1 Establish rapport 4.2 Elicit facts and information 4.3 Facilitate resolution of issues 4.4 Develop action plans 4.5 Diffuse potentially difficult situation

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated effective communication skills with clients accessing service and work colleagues 1.2 Adopted relevant communication techniques and strategies to meet client particular needs and difficulties
2. Resource Implications	2.1 Access to appropriate workplace where assessment can take place
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Case Study 3.2 Interview 3.3 Portfolio 3.4 Written Test 3.5 Role Play
4. Context for Assessment	4.1 This unit should be assessed on the job through simulation

UNIT OF COMPETENCY: DEVELOP AND LEAD TEAMS

UNIT CODE : 500311402

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes required to determine individual and team development needs

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Foster Individual growth	<p>1.1 Learning and development needs of team members are systematically identified in line with organizational requirements</p> <p>1.2 Development plan to meet individual needs is collaboratively developed and implemented</p> <p>1.3 Individuals are encouraged to self - evaluate performance and identify areas for improvement</p> <p>1.4 Feedback on performance of team members is collected from relevant sources and compared with established team learning process</p>	<p>1.1 Effective workplace communication, coaching and mentoring principles</p> <p>1.2 Feedback principles and procedures</p> <p>1.3 Working interdependently: strategies and techniques</p> <p>1.4 Leadership Concepts:</p> <ul style="list-style-type: none"> • Types of Decisions Teams Make • Team Responsibilities • Problems That Affect Teams • Building Strong Team Communication • Expressing Yourself on a Team • Team Problem Solving 	<p>1.1 Ability to read and understand a variety of texts, prepare general information and documents according to target audience; spell with accuracy; use grammar and punctuation effectively</p> <p>1.2 Coaching and mentoring skills to provide support to colleagues</p> <p>1.3 Communication skills including receiving feedback and reporting, maintaining effective relationships and conflict management</p> <p>1.4 Ability to relate to people from a range of social, cultural, physical and mental backgrounds</p> <p>1.5 Planning skills to organize required resources and equipment to</p>

			<p>meet learning needs</p> <p>1.6 Reporting skills to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes</p> <p>1.7 Facilitation skills to conduct small group training sessions</p>
2. Foster individual and team growth	<p>2.1. Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of competency standards</p> <p>2.2. Learning delivery methods are appropriate to the learning goals, the learning style of participants and availability of equipment and resources</p> <p>2.3. Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies</p> <p>2.4. Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements</p>	<p>2.1 Advanced coaching and mentoring techniques</p> <p>2.2 Performance evaluation concepts</p> <p>2.3 Training and development techniques</p>	<p>2.1 Instructional planning and delivery skills</p> <p>2.2 Monitoring and evaluation skills</p> <p>2.3 Mentoring and coaching skills</p>

<p>3. Monitor and evaluate workplace learning</p>	<p>3.1 Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements</p> <p>3.2 Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support</p> <p>3.3 Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning</p> <p>3.4 Records and reports of competency are maintained within organizational requirement</p>	<p>3.1 Types and levels of learning evaluation</p> <p>3.2 Learning styles and strategies</p> <p>3.3 Training and development approaches</p>	<p>3.1 Instructional planning and delivery skills</p> <p>3.2 Monitoring and evaluation skills</p> <p>3.3 Mentoring and coaching skills</p>
<p>4. Develop team commitment and cooperation</p>	<p>4.1 Open communication processes to obtain and share information is used by team</p> <p>4.2 Decisions are reached by the team in accordance with its agreed roles and responsibilities</p> <p>4.3 Mutual concern and camaraderie are developed in the team</p> <p>4.4 Career planning for each member are monitored</p>	<p>4.1 Career development for group members</p> <p>4.2 Principles of team commitment and cooperation</p> <p>4.3 Team dynamics and performance</p>	<p>4.1 Instructional planning and delivery skills</p> <p>4.2 Monitoring and evaluation skills</p> <p>4.3 Mentoring and coaching skills</p>
<p>5. Facilitate accomplishment of team goals</p>	<p>5.1 Team members actively participated in team activities and communication processes</p> <p>5.2 Teams members developed individual and joint responsibility for their actions</p>	<p>5.1 Group Development Process and Principles as applied in the workplace</p> <p>5.2 Principles of organizational development</p> <p>5.3 Collaboration</p>	<p>5.1 Instructional planning and delivery skills</p> <p>5.2 Monitoring and evaluation skills</p> <p>5.3 Mentoring and coaching skills</p> <p>5.4 Organizational leadership</p>

	5.3 Collaborative efforts are sustained to attain organizational goals	principles and procedures	
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Learning and development needs	May include: 1.1 Coaching, mentoring and/or supervision 1.2 Formal/informal learning program 1.3 Internal/external training provision 1.4 Work experience/exchange/opportunities 1.5 Personal study 1.6 Career planning/development 1.7 Performance appraisals 1.8 Workplace skills assessment 1.9 Recognition of prior learning 1.10 Job design and enrichment
2. Organizational requirements	May include: 2.1 Quality assurance and/or procedures manuals 2.2 Goals, objectives, plans, systems and processes 2.3 Legal and organizational policy/guidelines and requirements 2.4 Safety policies, procedures and programs 2.5 Confidentiality and security requirements 2.6 Business and performance plans 2.7 Ethical standards 2.8 Quality and continuous improvement processes and standards
3. Feedback on performance	May include: 3.1 Formal/informal performance appraisals 3.2 Obtaining feedback from supervisors and colleagues 3.3 Obtaining feedback from clients 3.4 Personal and reflective behavior strategies 3.5 Routine and organizational methods for monitoring service delivery
4. Learning delivery methods	May include: 4.1 On the job coaching or mentoring 4.2 Problem solving 4.3 Presentation/demonstration 4.4 Formal course participation 4.5 Work experience 4.6 Involvement in professional networks 4.7 Conference and seminar attendance 4.8 Induction

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Identified and implemented learning opportunities for others 1.2. Gave and received feedback constructively 1.3. Facilitated participation of individuals in the work of the team 1.4. Negotiated learning plans to improve the effectiveness of learning 1.5. Prepared learning plans to match skill needs 1.6. Accessed and designated learning opportunities
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 tasks
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Observation of work activities of the individual member in relation to the work activities of the group 3.2. Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 3.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
4. Context for Assessment	4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while tasks are being undertaken whether individually or in-group

UNIT OF COMPETENCY : PERFORM HIGHER-ORDER THINKING PROCESSES AND APPLY TECHNIQUES IN THE WORKPLACE

UNIT CODE : 500311403

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to use fundamental critical thinking skills in the workplace.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Evaluate effectiveness and efficiency of the workplace systems, processes and procedures.	1.1 Effectiveness and efficiency of workplace standards and procedures are examined. 1.2. Usage of inquiry and dialogue to communicate evaluation measures and results are implemented. 1.3 Evaluation reports are prepared and communicated to team members.	1.1 Systems, standards, procedures and protocols in the workplace. 1.2 Different methods of critical and appreciative inquiry and their relevance to different situations 1.3 Techniques to assist in forming the habit of asking questions and taking responsibility for answers. 1.4 Why questions are important and the benefits of asking good questions for individuals, businesses and communities (the importance of critical thinking).	1.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information). 1.2 Communicating to actively listen and to ask questions of others in a constructive way. 1.3 Using critical thinking pathway to formulate and ask relevant questions and come up with appropriate answers. 1.4 Performing assimilation and accommodation skills to interpret and distil key information of relevance to a given situation. 1.5 Assessing and measuring the extent of effectiveness and efficiency of the systems, processes and procedures in the workplace.
2. Foster the habit of	2.1 Issues and situations are reflected on and	2.1 Different methods of	2.1 Using range of analytical

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
critical inquiry and curiosity in the workplace.	<p>wondered about.</p> <p>2.2 Issues and problems in the workplace particularly in the policies, procedures and protocols are discussed and evaluated between and among teams.</p> <p>2.3 Evaluation of efficiency and effectiveness of workplace policies, procedures and protocols are documented, communicated and agreed upon between and among teams.</p> <p>2.4 Growth mindset and positive relationship and communication is applied in the context of curiosity and critical inquiry in the workplace.</p>	<p>critical and appreciative inquiry and their relevance to different situations.</p> <p>2.2 Techniques to assist in forming the habit of asking questions and taking responsibility for answers.</p> <p>2.3 Why questions are important and the benefits of asking good questions for individuals, businesses and communities (the importance of critical thinking).</p> <p>2.4 Growth mindset and positive communication and relationship strategies and techniques.</p>	<p>techniques (e.g., planning, attention, simultaneous and successive processing of information).</p> <p>2.2 Communicating to actively listen and to ask questions of others in a constructive way.</p> <p>2.3 Using critical thinking pathway to formulate and ask relevant questions and come up with appropriate answers.</p> <p>2.4 Performing assimilation and accommodation skills to interpret and distil key information of relevance to a given situation.</p> <p>2.5 Assessing and measuring the extent of effectiveness and efficiency of the systems, processes and procedures in the workplace.</p> <p>2.6 Communicating insights on workplace effectiveness and efficiency.</p>
3. Develop practical action plans for improving workplace conditions.	3.1 Evaluation of efficiency and effectiveness of workplace policies, procedures and protocols are documented,	3.1 Different methods of critical and appreciative inquiry and their relevance to different	3.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>communicated to stakeholders.</p> <p>3.2 Practical action plans in improving workplace conditions are formulated, presented and negotiated with stakeholders.</p> <p>3.3 Proposed changes and directions are inquired, processed and negotiated between and among teams, and stakeholders as well of the organization.</p> <p>3.4 Commitment to continuous improvement and change is highlighted.</p> <p>3.5 Passion and dedication for changing and adapting to the demands of the 21st century workplace are considered.</p>	<p>situations.</p> <p>3.2 Techniques to assist in forming the habit of asking questions and taking responsibility for answers.</p> <p>3.3 Why questions are important and the benefits of asking good questions for individuals, businesses and communities (the importance of critical thinking).</p> <p>3.4 Growth mindset and positive communication and relationship strategies and techniques.</p> <p>3.5 Creative negotiation skills.</p> <p>3.6 Change management and continuous improvement concepts.</p>	<p>processing of information).</p> <p>3.2 Communicating to actively listen and to ask questions of others in a constructive way.</p> <p>3.3 Using critical thinking pathway to formulate and ask relevant questions and come up with appropriate answers.</p> <p>3.4 Performing assimilation and accommodation skills to interpret and distil key information of relevance to a given situation.</p> <p>3.5 Assessing and measuring the extent of effectiveness and efficiency of the systems, processes and procedures in the workplace.</p> <p>3.6 Communicating practical insights on improving workplace conditions.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Effectiveness and efficiency	May include; <ul style="list-style-type: none"> 1.1 Developing a more efficient way of doing something 1.2 Developing a new idea 1.3 Developing and improving products and services 1.4 Enhancing skills and career opportunities 1.5 Enhancing the physical environment 1.6 Financial benefit 1.7 Greater personal satisfaction 1.8 Improving interpersonal relationships 1.9 Evaluating overall workplace conditions
2. Curiosity and critical inquiry	May include: <ul style="list-style-type: none"> 2.1 Accuracy 2.2 Breadth 2.3 Clarity 2.4 Depth 2.5 Emotion 2.6 Fairness 2.7 Logic 2.8 Meaning 2.9 Planning 2.10 Attention 2.11 Precision 2.12 Relevance 2.13 Significance 2.14 Social engagement 2.15 Society 2.16 Style 2.17 Growth mindset 2.18 Positive communication 2.19 Positive negotiation 2.20 Workplace conditions 2.21 Appreciative inquiry methods

VARIABLE	RANGE
3. Practical action plans	May include: <ul style="list-style-type: none"> 3.1 Insights on continuous improvement 3.2 Creative strategies and techniques for becoming better at work and real life 3.3 Career plans 3.4 Challenging workplace policies, procedures and protocols 3.5 Specifying plans for change and adapting to the demands of the contemporary workforce 3.6 Challenges in negotiating with stakeholders and teams 3.7 Change management, innovation and knowledge creation 3.8 Contractual agreements 3.9 Extreme time pressure or non-negotiable deadlines 3.10 Financial limitations 3.11 Procedures determined by laws or other regulations 3.12 Safety issues 3.13 When others are totally closed to new ideas 3.14 acknowledging shared responsibility 3.15 adopting a positive 'can do' attitude 3.16 following up on practical details 3.17 pro-actively seeking information 3.18 suggesting a new approach 3.19 talking to others about possible answers 3.20 constraints of the broader context and environment 3.21 overall goal - what needs to be achieved 3.22 personal hopes and expectations

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Evaluated the effectiveness and efficiency of workplace systems, processes and procedures.</p> <p>1.2 Modelled the conscious process of critical inquiry to get new insights that s/he can get in formulating action plans on continuous improvement in the workplace and real-life</p> <p>1.3 Practiced the habit of critical inquiry and curiosity in the workplace</p> <p>1.4 Shown a thorough knowledge and understanding of how critical thinking impacts on individual lives, the broader community and work situations.</p> <p>1.5 Developed practical action plans for improving workplace conditions.</p>
<p>2. Resource Implications</p>	<p>2.1. Interactions with specific challenges and situations to demonstrate the application of critical thinking (this would usually involve interactions with others).</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <p>3.1 Direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</p> <p>3.2 Evaluation of a candidate blog exploring different ideas and questions</p> <p>3.3 Review of candidate response to scenarios that allow the candidate to apply critical thinking techniques to a life or work situation, and to demonstrate ability to portray curiosity and exploration of new concepts</p> <p>3.4 Evaluation of candidate response to the challenge of adopting different perspectives on a situation, and ability to both develop and respond to questions from those perspectives</p> <p>3.5 Observation of the candidate participating in a group problem-solving session</p> <p>3.6 Oral or written questioning to assess knowledge of typical blockers to the critical thinking process.</p> <p>3.7 Life Narrative Inquiry to reflect life stories that reflect how critical thinking and problem solving is applied in the lives.</p>
<p>4. Context for Assessment</p>	<p>4.1 In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : CONTRIBUTE TO THE PRACTICE OF SOCIAL JUSTICE IN THE WORKPLACE

UNIT CODE : 500311404

UNIT DESCRIPTOR : This unit covers ways and means to assume active roles in resolving local and global challenges and to become proactive contributors to a more peaceful and sustainable world.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Update self on local, national and global trends/ issues in the workplace	<p>1.1 Media are regularly scanned/ monitored for trends and issues relevant to human rights, gender equality, promotion of culture of peace and non-violence, global citizenship and appreciation of cultural diversity.</p> <p>1.2 Knowledge and understanding of local, national and global issues and their interconnectedness and interdependency are acquired.</p> <p>1.3 Notable issues and trends are critically examined and discussed with peers, colleagues, or family members.</p>	<p>1.1 Local, national and global systems and structures</p> <p>1.2 Issues affecting interaction and connectedness of communities at local, national and global levels</p> <p>1.3 Underlying assumptions and power dynamics (politics, understanding political system, social structures, labor laws, labor relations, human right)</p>	<p>1.1 Monitoring trends and issues relevant to human rights, gender equality, culture of peace, global citizenship, and cultural diversity using different media platforms</p> <p>1.2 Analyzing trends and issues relevant to human rights, gender equality, culture of peace, global citizenship, and cultural diversity</p> <p>1.3 Engaging in discourse about the local, national and global issues</p>
2. Engage and take actions on workplace issues and concerns	<p>2.1 Effective and responsible actions at local, national and global levels are identified.</p> <p>2.2 Motivation and willingness to take necessary actions are developed.</p> <p>2.3 Attitude of “thinking globally and acting locally” is practiced.</p>	<p>2.1 Actions that can be taken individually and collectively</p> <p>2.2 Ethically responsible behaviour</p> <p>2.3 Importance and benefits of civic engagement</p> <p>2.4 Strategies and techniques of</p>	<p>2.1 Employing appropriate actions to address workplace issues involving national and global trends</p> <p>2.2 Showing concern and willingness to take part in the development efforts to discuss workplace issues</p>

		“thinking globally and acting locally	and concerns 2.3 Applying the attitude of “thinking globally and acting locally” in the workplace
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Media	May include but not limited to: 1.1 Print media 1.2 Broadcast media 1.3 Internet and social media
2. Scanning/Monitoring	May include but not limited to: 2.1 Sourcing from key informants 2.2 Conversation with clients 2.3 Man-on-the-street conversation 2.4 Scanning print and broadcast media
3. Local, national and global issues	May include but not limited to: 3.1 Poverty 3.2 Unemployment 3.3 Global warming 3.4 Safety, security, and well-being

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability and attitude to keep oneself updated of relevant issues/trends 1.2 Demonstrated ability to think and act based on one’s principles and values 1.3 Demonstrated a holistic/global outlook on internal and external events in the workplace
2. Resource Implications	The following resources should be provided: 2.1 Access to workplace and resources 2.2 Case studies
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration or simulation with oral questioning 3.2 Case problems involving global and local issues 3.3 Third-party report
4. Context for Assessment	4.1 Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : **MANAGE INNOVATIVE WORK INSTRUCTIONS**

UNIT CODE **:** **500311405**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills and attitudes required to sustain and develop a workplace environment in which improvement, innovation and learning are promoted and reinforced.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Review and analyze existing workplace practices	1.1 Current instructions and strategies to perform tasks in the workplace are reviewed 1.2 Climate for innovation at the organizational level is defined 1.3 Innovation drivers in the workplace are identified	1.1. Four drivers of innovation according to Gallup Management Journal (2007) 1.2. Contextual variables related to innovative practices in the organization 1.3. The nine dimensions of innovation climate (Isaksen & Isaksen, 2018) 1.4. Types of Innovation identified by Gopalakrishnan and Damanpour (1997)	1.1 Investigating the organizational needs in the innovation process 1.2 Defining current organizational innovative practices 1.3 Linking innovation to contextual variables in the organization
2. Examine opportunities for continuous improvement and innovation of practices in the workplace	2.1. Effectiveness of innovative practices in the workplace is determined 2.2. Innovative behaviors of leaders or managers in the organization are assessed 2.3. Driving principles of innovation are discussed	2.1 Determinants of innovative behavior by Scott and Bruce (1992) 2.2 Four principles of innovation according to Gallup Management Journal (2007)	2.1 Evaluating organizational innovative practices 2.2 Gauging innovative behaviors of the leaders and managers in the organization 2.3 Deliberating opportunities and challenges in implementing

			innovation
3. Implement innovative ways in the conduct of usual workplace practices	3.1. Innovative behaviors in the workplace are performed 3.2. Innovative climate in the workplace is maintained 3.3. Adoption or modification of new ideas relevant to the organizational needs is achieved	3.1 Determinants of innovative behavior by Scott and Bruce (1992) 3.2 The nine dimensions of innovation climate (Isaksen & Isaksen, 2018) 3.3 Techniques in implementing innovative change in the workplace	3.1 Developing risk management techniques and control systems 3.2 Evaluating impact of changes and developing action plans 3.3 Demonstrating strategies and techniques in managing changes in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Innovation	May include: 1.1 Products versus processes 1.2 Radical versus incremental 1.3. Technical versus administrative
2. Innovative behaviors	May include: 2.1 Always generate creative ideas or new solutions 2.2 Exploring and secure funds or resources required for implementing new ideas 2.3 Establishing adequate plans and schedules for implementing new ideas 2.4 Contributing suggestions or approaches for others' creative ideas

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Analyzed and evaluated systems and performance in key areas of the organization and identify opportunities for improvement, seeking advice from experts as appropriate 1.2 Promoted the value of creativity, innovation and sustainability and recognize successes 1.3 Supported the testing and trialing of new ideas and undertake risk management and cost-benefit analysis for options 1.4 Planned for and implemented improvements using organization's processes for approvals, project management and change management 1.5 Facilitated effective contributions to and communications about continuous improvement and innovation 1.6 Captured insights, experiences and ideas for improvements and incorporate them into the organization's knowledge management systems and future planning.
2. Resource Implications	The following resources should be provided: 2.1 Impact evaluation materials (guide and form)
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Interview 3.2 Written Evaluation 3.3 Case analysis
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 : MANAGE AND EVALUATE USAGE OF INFORMATION

UNIT CODE : 500311406

UNIT DESCRIPTOR : This unit of competency covers the knowledge, skills and attitudes required to support.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Review information needs and sources	1.1. The information needs of individuals/teams are determined and the sources are identified. 1.2. Information held by the organisation is reviewed to determine suitability and accessibility. 1.3. Plans are prepared to obtain information that is not available or accessible within the organization.	1.1. Analysis and display techniques 1.2. Information evaluation issues 1.3. Information storage requirements and methods 1.4. Reporting procedures of the organisation	1.1. Analysing record information 1.2. Communicating effectively 1.3. Disseminating information 1.4. Presenting information
2. Collect and analyze information	2.1. Collection of information is interpreted timely and relevant to the needs of individuals/teams. 2.2. Information is collected in formal suitable for analysis, interpretation and dissemination. 2.3. Information is analyzed to identify relevant trends and developments in terms of the needs for which is acquired.	2.1. Information collection, collation 2.2. Analysis and display techniques 2.3. Information evaluation issues 2.4. Information storage requirements and methods 2.5. Reporting procedures of the organisation	2.1. Collecting and collating information 2.2. Analysing record information 2.3. Communicating effectively 2.4. Disseminating information 2.5. Presenting information
3. Use management information systems	3.1. Management information systems are used to store and retrieve data for decision making. 3.2. Technology available in the work area/ organisation is used to manage information. 3.3. Recommendations for	3.1. Analysis and display techniques 3.2. Information collection, collation 3.3. Information evaluation issues 3.4. Information storage	3.1. Analysing record information 3.2. Collecting and collating information 3.3. Communicating effectively 3.4. Disseminating information 3.5. Presenting information

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	improving the information system are submitted to designated persons/ groups.	requirements and methods 3.5. Reporting procedures of the organisation	3.6. Using management information systems to store and retrieve data
4. Report and disseminate analyzed information	<p>4.1. The results of information gathering, analysis and synthesis are reported within specified time frames and to the standard defined by the organisation.</p> <p>4.2. The results of information gathering, analysis and synthesis are reported so they can be inputs to policy development and organisation decision making.</p> <p>4.3. Information which is gathered is disseminated to appropriate personnel within the specified timeframe</p>	<p>4.1. Analysis and display techniques</p> <p>4.2. Information collection, collation</p> <p>4.3. Information evaluation issues</p> <p>4.4. Information storage requirements and methods</p> <p>4.5. Reporting procedures of the organisation</p>	<p>4.1. Analysing record information</p> <p>4.2. Collecting and collating information</p> <p>4.3. Communicating effectively</p> <p>4.4. Disseminating information</p> <p>4.5. Presenting information</p> <p>4.6. Using management information systems to store and retrieve data</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1 Routine and complex reports and submissions 1.2 Briefing notes 1.3 Ministerial 1.4 Proposals 1.5 Project plans 1.6 Articles and promotional material
2. Collection techniques or methods	2.1 Collection techniques may include: 2.1.1 Research 2.1.2 Surveys 2.1.3 Literature search 2.1.4 Interviews 2.1.5 Data bases 2.1.6 Observation 2.2 Collection methods may include: 2.2.1 Indexing 2.2.2 linking 2.2.3 Sorting 2.2.4 Comparing 2.2.5 Categorizing 2.2.6 Integrating
3. Analysis	May include: 3.1. application of statistical methods 3.2. mathematical calculations 3.3. critical analysis 3.4. problem solving
4. Management information systems	May include: 4.1. Computers 4.2. Communication channels 4.3. Records management 4.4. Procedures 4.5. Manuals 4.6. Protocol 4.7. Legislation 4.8. Guidelines and awards 4.9. Organizational 4.10. Legal and policy materials

EVIDENCE GUIDE

<p>1 Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified information needs and sources 1.2 Collected and analyzed information 1.3 Determined the correct / preventive action 1.4 Used management information systems 1.5 Record and support information <p>These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
<p>2 Resource Implications</p>	<p>Specific resources for assessment</p> <ul style="list-style-type: none"> 2.1 Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.
<p>3 Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Test 3.2 Interview <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
<p>4 Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

UNIT OF COMPETENCY : LEAD IN IMPROVEMENT OF OCCUPATIONAL SAFETY AND HEALTH (OSH) PROGRAMS, POLICIES AND PROCEDURES

UNIT CODE : 500311407

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to assess Occupational Safety and Health (OSH) practices and programs, recommend OSH program improvement initiatives, and implement recommended improvements on Occupational Safety and Health (OSH) Programs, Procedures and Policies

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess Occupational Safety and Health (OSH) practices and programs	1.1 OSH practices and programs are reviewed based on workplace policies and procedures 1.2 Appropriate personnel or OSH reference guides are consulted for proper guidance based on workplace policies and procedures 1.3 Current practices and programs are evaluated based on acceptable level of OSH work standards	1.1. OSH practices and programs workplace policies and procedures 1.2. OSH reference guides 1.3. OSH work standards	1.1. Critical thinking skills 1.2. Evaluating skills
2. Recommend OSH program improvement initiatives	2.1 OSH work improvement initiatives are identified that are relevant with the workplace scenario 2.2 OSH program improvement plans are organized based on workplace policies and procedures 2.3 OSH program improvement plans are presented based on workplace policies and	2.1. OSH Programs 2.2. OSH work improvement initiatives	2.1. Presentation Skills 2.2. Communication skills 2.3. Collaborating skills 2.4. Critical thinking skills 2.5. Observation skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	procedures		
3. Implement recommended improvements on Occupational Safety and Health (OSH) Programs, Procedures and Policies	3.1 Approved improvements on OSH work improvement initiatives are communicated based on workplace policies and procedures 3.2 Concern personnel are guided in accordance with workplace policies and procedures 3.3 Implementation of the approved OSH initiatives are monitored in accordance with workplace policies and procedures 3.4 Implementation of approved OSH initiatives are evaluated based on workplace policies and procedures	3.1. Coaching Concepts 3.2. OSH work improvement initiatives 3.3. Supervisory Concepts	3.1. Monitoring Skills 3.2. Evaluation Skills 3.3. Auditing Skills 3.4. Coaching Skills 3.5. Supervisory Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Practices and Programs	May include but not limited to: 1.1 Planning, implementation and maintenance of manufacturing plants 1.2 Work-physiological, psychological, ergonomic and hygienic practices and programs 1.3 First aid within the workplace 1.4 Safety inspection practices
2. OSH Reference Guides	May include but not limited to: 2.1 Occupational Safety and Health Standards Book 2.2 OSHA Safety Bulletins and Magazines 2.3 Equipment Safety Operating Instructions 2.4 Established National Safety Management Books 2.5 Credible OSH Web-sites 2.6 Safety Solution Guide Books and Handbooks
3. OSH Work Improvement Initiatives	May include but not limited to: 3.1 Eliminate the hazard altogether (i.e., get rid of the dangerous machine) 3.2 Isolate the hazard from anyone who could be harmed (i.e., keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.3 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.4 Use administrative controls to reduce the risk (i.e., train workers how to use equipment safely; train workers about the risks of harassment; issue signage) 3.5 Use engineering controls to reduce the risk (i.e., attach guards to the machine to protect users) 3.6 Use personal protective equipment (i.e., wear gloves and goggles when using the machine)

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Consult appropriate personnel or OSH reference guides for proper guidance based on workplace policies and procedures 1.2. Evaluate current practices and programs based on acceptable level of OSH work standards 1.3. Identify OSH work improvement initiatives that are relevant with the workplace scenario 1.4. Present OSH program improvement plans based on workplace policies and procedures 1.5. Communicate approved improvements on OSH work program initiatives based on workplace policies and procedures 1.6. Monitor implementation of the approved OSH initiatives in accordance with workplace policies and procedures 1.7. Evaluate implementation of approved OSH initiatives based on workplace policies and procedures
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace or assessment location 2.2 OSH personal records 2.3 PPE 2.4 Health records
<p>3. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Portfolio Assessment 3.2 Interview 3.3 Case Study/Situation 3.4 Observation/Demonstration and oral questioning
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : LEAD TOWARDS IMPROVEMENT OF ENVIRONMENTAL WORK PROGRAMS, POLICIES AND PROCEDURES

UNIT CODE : 500311408

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in assessing environmental work practices and standards, recommending environmental work improvement initiatives and implementing recommended environmental improvements

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess environmental work practices and programs	1.1. <i>Environmental practices and programs</i> are reviewed based on workplace policies 1.2 Appropriate personnel or <i>environmental reference guides</i> are consulted for proper guidance based on workplace policies* 1.3 Current practices and programs are evaluated based on acceptable level of environmental work standards*	1.1 Environmental Practices 1.2 Environmental Reference Guides 1.3 Corrective Action and Follow-up 1.4 Relevant environmental experts 1.5 Re-Training Needs 1.6 Energy and Healthy Habits	1.1 Critical thinking 1.2 Problem solving 1.3 Observation Skills 1.4 Training Delivery Skills
2. Recommend environmental program improvements initiatives	2.1 Environment practices opportunities are Identified that are relevant with the workplace scenario 2.2 Environmental program improvement plans are organized based on workplace policies and procedures* 2.3 Environmental program improvement plans are presented based on workplace policies and procedures*	2.1 Environmental Practices and Standards 2.2. Mitigation Requirements	2.1. Presentation Skills 2.2 Critical thinking 2.3. Problem Solving 2.4 Observation Skills 2.5 Training Delivery Skills 2.6 Cost-Benefit Analysis
3. Implement recommended improvements on	3.1. Approved improvements on <i>environmental work program initiatives</i>	3.1. Environmental Work Initiatives 3.2.	3.1. Inspection Skills 3.2 Critical thinking

<p>environmental programs, policies and procedures</p>	<p>are promoted based on workplace policies and procedures</p> <p>3.2 Implementation of the approved environmental initiatives are monitored in accordance with workplace policies and procedures</p> <p>3.3. Implementation of approved environmental initiatives are evaluated based on workplace policies and procedures</p>	<p>Communication Strategies</p> <p>3.3. Environmental inspection and Monitoring Techniques</p> <p>3.4. Notification Requirements</p>	<p>3.3 Problem Solving</p> <p>3.4 Observation Skills</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Practices and Programs	May include: <ul style="list-style-type: none"> 1.1 Utilization of Energy, Water, Fuel 1.2 Segregation Practices 1.3 Waste Disposal and Reuse 1.4 Saving Resources 1.5 Waste Collection 1.6 Usage of Hazardous Materials 1.7 Chemical Application 1.8 Equipment Operation 1.9 Dewatering and Discharging 1.10 Surface Disturbance 1.11 Periodic Inspection 1.12 Resource Storage and Handling
2. Environmental Reference Guides	May include: <ul style="list-style-type: none"> 2.1 Air Emission and Ambient Air Quality Guidelines 2.2 Energy Conservation Guidelines 2.3 Wastewater and Ambient Water Quality Guidelines 2.4 Water Conservation Guidelines 2.5 Hazardous Materials Management 2.6 Waste Management 2.7 Noise 2.8 Contaminated Land 2.9 Cultural Conservation Guides
3. Environmental Work Program Initiatives	May include: <ul style="list-style-type: none"> 3.1 Low Energy Lighting 3.2 Water Reduction initiatives 3.3 Holding Employee Awareness event 3.4 Recycling Waste Materials 3.5 Unplugging power converters overnight 3.6 Tree-Planting 3.7 Wild-life conservation

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Consulted appropriate personnel or environmental reference guides for proper guidance based on workplace policies* 1.2. Evaluated current practices and standards based acceptable level of environmental work standards 1.3. Organized environmental standard improvement plans based on workplace policies and procedures 1.4. Presented environmental standard improvement plans based on workplace policies and procedures* 1.5. Promoted approved environmental work initiatives based on workplace policies and procedures 1.6. Evaluated the implementation of approved environmental improvements based on workplace policies and procedures
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 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
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 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
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed in actual workplace or at the designated TESDA center.</p>

UNIT OF COMPETENCY : SUSTAIN ENTREPRENEURIAL SKILLS

UNIT CODE : 500311409

UNIT DESCRIPTOR : This unit covers the outcomes required to update and continue one’s professional development along entrepreneurship, including applying such growth in skills toward expanding the enterprise and developing its work force.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Enhance one’s business skills	1.1 Entrepreneurial skills development needs are identified and responded to promptly. 1.2 Market trends are monitored, anticipated and taken advantage of where feasible. 1.3 New technologies, products and processes are included/utilized where advantageous to the enterprise. 1.4 Constant dialog/linkages with other entrepreneurs/peers and stakeholders are maintained 1.5 Circulation and participation in business fora, meetings, conventions and exhibits are maintained.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business internal controls 1.4 Market Trends 1.5 Relevant national and local legislation and regulations 1.6 Basic quality control and assurance concepts	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 1.5 Networking and Linkaging skills
2. Manage entrepreneurial practices	2.1 Ideas and comments for improvements are sought from workers and clients. 2.2 Staff/workers are encouraged and supported in their skills development and enhancement. 2.3 A culture of continuous improvement is	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.)

	<p>fostered within the enterprise.</p> <p>2.4 Innovations on the existing lines of products and services are encouraged</p>		
3. Expand markets and clientele	<p>3.1 Enterprise is built up and sustained through judicious control of cash flows.</p> <p>3.2 Profitability of enterprise is ensured through appropriate internal controls.</p> <p>3.3 Unnecessary or lower-priority expenses and purchases are avoided.</p> <p>3.4 New markets and clients are identified based on current market trends</p>	<p>3.1 Basic cost-benefit analysis</p> <p>3.2 Basic financial management</p> <p>3.3 Basic financial accounting</p> <p>3.4 Business internal controls</p>	<p>3.1 Setting business priorities and strategies</p> <p>3.2 Interpreting basic financial statements</p> <p>3.3 Preparing business plans</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Entrepreneurial skills	<p>May include:</p> <p>1.1. Financial management skills</p> <p>1.2. People management skills</p> <p>1.3. Operations management skills</p> <p>1.4. Business acumen</p>
2. Business operations	<p>May include:</p> <p>2.1 Purchasing</p> <p>2.2 Accounting/Administrative work</p> <p>2.3 Production/Operations/Sales</p>
3. Internal controls	<p>May include:</p> <p>3.1 Accounting systems</p> <p>3.2 Financial statements/reports</p> <p>3.3 Cash management</p> <p>3.4 Managing property, plant and equipment</p>
4. Continuous improvement	<p>May include:</p> <p>4.1 Quality management systems (PDCA, ISO 9001, TQM, Six-Sigma, etc.)</p> <p>4.2 Client feedback systems</p> <p>4.3 Quality assurance/Quality control systems</p>

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Demonstrated enhancement of one’s entrepreneurial skills through performance of business, supervisor evaluation, worker and client testimony
2. Resource Implications	The following resources should be provided: 2.1 Interview guide for entrepreneurs, enterprise workers and third parties 2.2 Materials and location relevant to the proposed activity and tasks
3. Methods of Assessment	Competency in this unit may be assessed through : 3.1 Written report 3.2 Written examination 3.3 Demonstration/observation with oral questioning 3.4 Portfolio assessment with interview 3.5 Third-party report
4. Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCY

UNIT OF COMPETENCY: PROVIDE QUALITY CUSTOMER SERVICE

UNIT CODE : HCS421201

UNIT DESCRIPTOR : This unit covers the knowledge, skill and attitudes required to provide effective and efficient services to the clients of the microfinance industry.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Update knowledge of products and services	1.1 Products and/or services to be marketed are identified, familiarized with and fully understood 1.2 Information on programs is accessed 1.3 Knowledge on <i>products, services and programs</i> are updated 1.4 Additional information on products, services and programs are prepared	3.1 Understanding client's nature, motivation, expectations and needs 3.2 Knowledge of how to determine client needs and expectations related to the product/services and programs 3.3 Knowledge of appropriate marketing and promotional strategies 3.4 Knowledge of organization's vision, mission and values 3.5 Commitment/dedication, love of work, competence, courteous, honesty, sincerity, sensitivity to others, sense of responsibility, caring attitude/compass	1.1 Effective oral communication skills 1.2 Listening skills 1.3 Motivational skills 1.4 Interpersonal skills 1.5 Presentation skills 1.6 Skill in demonstrating cost/benefits/value to clients based on client's expectations and needs 1.7 Skill in generating several alternative solutions that will meet customer's needs 1.8 Data gathering skills 1.9 Computer literacy

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		ion, and charity	
2. Assess needs of new and existing clients	2.1 Active listening is used to gather information from clients 2.2 Provided clients with courteous and professional treatment throughout the interaction using interactive communication 2.3 Inquiries, concerns and comments are responded to promptly and accurately in accordance with organization's policies 2.4 Recorded all the gathered information given by the clients 2.5 Identified related or applicable needs of clients based on the products/services and program being offered 2.6 Orientation on products/services, program and policies are conducted	3.1 Understanding client's nature, motivation, expectations and needs 3.2 Knowledge of how to determine client needs and expectations related to the product/services and programs 3.3 Knowledge of appropriate marketing and promotional strategies 3.4 Knowledge of organization's vision, mission and values 3.5 Commitment/dedication, love of work, competence, courteous, honesty, sincerity, sensitivity to others, sense of responsibility, caring attitude/compassion, and charity	2.1 Effective oral communication skills 2.2 Listening skills 2.3 Motivational skills 2.4 Interpersonal skills 2.5 Presentation skills 2.6 Skill in demonstrating cost/benefits/value to clients based on client's expectations and needs 2.7 Skill in generating several alternative solutions that will meet customer's needs 2.8 Data gathering skills Computer literacy
3 Conduct client satisfaction survey	3.1 Client satisfaction survey is administered 3.2 Survey results are collated and analyzed 3.3 Positive and	3.1 Knowledge of designing, administering and processing clients' satisfaction	3.1 Effective oral communication skills 3.2 Listening skills 3.3 Motivational skills 3.4 Interpersonal skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>negative results are defined</p> <p>3.4 Negative feedbacks are well addressed immediately through appropriate <i>communication strategies</i></p>	<p>survey</p> <p>3.2 Knowledge of confidentiality and company standards for obtaining, using and protecting information obtained from clients</p> <p>3.3 Knowledge of company standards on how to interact with clients</p>	<p>3.5 Presentation skills</p> <p>3.6 Skill in demonstrating cost/benefits/value to clients based on client's expectations and needs</p> <p>3.7 Skill in generating several alternative solutions that will meet customer's needs</p> <p>3.8 Data gathering skills Computer literacy</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Product, services and programs	Includes the following but are not limited to: 1.1 Financial services 1.2 Non-financial services
2. Clients	2.1 Entrepreneurial poor
3. Interactive communication	3.1 Information is gathered in a courteous and professional manner 3.2 Probing skills 3.3 Skills in effective questioning 3.4 Consistent service quality for all types of customers 3.5 Avoiding controversial issues like politics and religion
4. Needs	4.1 Designing clients satisfaction survey instruments 4.2 Procedure in administering clients satisfaction survey 4.3 Processing clients satisfaction survey data 4.4 Product/service knowledge 4.5 Knowledge of programs
5. Communication strategies	5.1 One-on-one interaction 5.2 Group meetings

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Received, assessed and responded to client needs 1.2 Applied organizational quality procedures and processes in providing quality service
2. Resource implications	The following resources MUST be provided: 4.1 Meeting venue/s 4.2 Equipment and furnishings appropriate to a microfinance set-up 4.3 Complete information on products, services and programs 4.4 Products, services and programs brochures 4.5 Organization's standard forms for clients
3. Method of assessment	Competency may be assessed through: 3.1 Oral questioning 3.2 Written test 3.3 Practical demonstration
4. Context for assessment	6.1 Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : COMPLY WITH QUALITY AND ETHICAL STANDARDS

UNIT CODE : HCS315202

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess quality of received materials	1.1 Work instruction is obtained and carried out in accordance with standard operating procedures 1.2 Received materials are checked against workplace standards and specifications 1.3 Defective materials are identified, reported and isolated 1.4 Defective materials are repaired/replaced in accordance with workplace procedures 1.5 Defects and any identified causes are recorded and/or reported to the concerned personnel in accordance with workplace procedures	1.1 Knowledge of organization's vision, mission and values 1.2 Knowledge of product, services and programs 1.3 Operational standards and procedures 1.4 Quality checking procedures 1.5 Workplace procedures 1.6 Occupational health and safety procedures 1.7 Characteristics of hardware, software and materials used in rendering quality service 1.8 Defect/irregularities identification and reporting 1.9 Quality improvement processes 1.10 Quality consciousness	1.1 Comprehension skills 1.2 Communication skills 1.3 Critical thinking, problem solving and decision-making skills 1.4 Technical skills 1.5 Interpersonal skills 1.6 Community organizing skills 1.7 Analytical skills 1.8 Quantitative skills 1.9 Qualitative skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>s</p> <p>1.11 Values orientation</p> <p>1.12 Market-driven/client-focused</p>	
2 Assess own work/output	<p>2.1 Documentation relative to quality within the company is identified and used</p> <p>2.2 Completed work is checked against workplace standards</p> <p>2.3 Defects are identified and corrected in accordance with the company quality standards</p>	<p>2.1 Workplace procedures</p> <p>2.2 Defect/irregularities identification and reporting</p> <p>2.3 Quality improvement processes</p> <p>2.4 Quality checking procedures</p> <p>2.5 Quality consciousness</p> <p>2.6 Quality improvement processes</p>	<p>2.1 Comprehension skills</p> <p>2.2 Communication skills</p> <p>2.3 Critical thinking, problem solving and decision-making skills</p> <p>2.4 Technical skills</p> <p>2.5 Interpersonal skills</p> <p>2.6 Community organizing skills</p> <p>2.7 Analytical skills</p> <p>2.8 Quantitative skills</p>
3 Submit oneself to third party assessment	<p>3.1 Information on the quality and other indicators of performance are recorded in accordance with workplace procedures</p> <p>3.2 In cases of deviations from specific quality standards, causes are documented and reported in accordance with the workplace's</p>	<p>3.1 Knowledge of organization's vision, mission and values</p> <p>3.2 Knowledge of product, services and programs</p> <p>3.3 Operational standards and procedures</p> <p>3.4 Workplace procedures</p> <p>3.5 Documentation and reporting</p>	<p>3.1 Comprehension skills</p> <p>3.2 Communication skills</p> <p>3.3 Critical thinking, problem solving and decision-making skills</p> <p>3.4 Technical skills</p> <p>3.5 Interpersonal skills</p> <p>3.6 Community organizing skills</p> <p>3.7 Analytical skills</p>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>standards operating procedures</p> <p>3.3 In cases of objections/disagreements, reasons are expressed thru written documentation</p> <p>3.4 Settlements are sought in accordance with company policies</p>	procedures	3.8 Quantitative skills Qualitative skills
4 Engage in quality improvement	<p>4.1 Process improvement procedures are participated in relative to workplace assignment</p> <p>4.2 Work is carried out in accordance with process improvement procedures</p> <p>4.3 Services are delivered in accordance with ethical standards</p> <p>4.4 Quality service is monitored to ensure <i>client</i> satisfaction</p> <p>4.5 Client's needs are assessed through conduct of researches, focus group discussions, and satisfaction surveys/interviews</p> <p>4.6 Trainings, orientations, and exposures are rendered to ensure their understanding/familiarization on products, services and programs</p>	<p>4.1 Operational standards and procedures</p> <p>4.2 Quality checking procedures</p> <p>4.3 Workplace procedures</p> <p>4.4 Occupational health and safety procedures</p> <p>4.5 Process improvement procedures</p> <p>4.6 Characteristics of hardware, software and materials used in rendering quality service</p>	<p>4.1 Comprehension skills</p> <p>4.2 Communication skills</p> <p>4.3 Critical thinking, problem solving and decision-making skills</p> <p>4.4 Technical skills</p> <p>4.5 Interpersonal skills</p> <p>4.6 Community organizing skills</p> <p>4.7 Analytical skills</p> <p>4.8 Quantitative skills Qualitative skills</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Materials	<p>Materials may include but are not limited to:</p> <ul style="list-style-type: none"> 1.1 Manuals, brochures, flyers, flipcharts, signages and tarpaulin 1.2 Work orders 1.3 Standard forms 1.4 Recorded voice files/audio video presentations 1.5 PowerPoint presentation materials 1.6 Documentations 1.7 Software 1.8 Hardware 1.9 Office supplies 1.10 Office equipment 1.11 Holy Scriptures
2. Defects	<p>Defects may include but are not limited to:</p> <ul style="list-style-type: none"> 2.1 Deviation from the requirements of the client 2.2 Deviation from the requirements and standard operating procedures of the organization/institution 2.3 Manuals containing incorrect/outdated information 2.4 Software/hardware defects 2.5 Poor employee interpersonal relationships/conflicts among employees 2.6 Loose implementation of organizational policies and procedures 2.7 Poor/inappropriate training designs 2.8 Non-compliance of selection and recruitment procedures of employees 2.9 Work fatigue and lost of interest to work being experience by the employee/s 2.10 Lack of clear understanding about one's role and responsibilities 2.11 Non-compliance of selection and recruitment procedures of clients 2.12 Undesirable work behavior of employees 2.13 Breakdown of/barriers to communication 2.14 Outdated work plans and schedules
3. Documentation	<p>Includes the following but are not limited to:</p> <ul style="list-style-type: none"> 3.1 Standard Operating Procedures 3.2 Quality checklist 3.3 Monitoring feedback sheet 3.4 Forms such as Loan Applications, CCI/BI, Cash Flows, Loan Utilization Checks, Client Exits/Withdrawals,

VARIABLE	RANGE
	<p>Work/Job Order, Client Feedback Notice, Material Requisition Form, Performance Appraisal Report, Training Evaluation Forms</p> <p>3.5 Reports such as Financial Statements, Operational Assessments/Highlights and Plans, Cash Position Reports</p> <p>3.6 Minutes of meetings (Board, Branch, Department/Units/Groups)</p> <p>3.7 Special orders, memorandums, notices, announcements</p> <p>3.8 Employee movements (promotion, demotion, discharge, termination, suspension)</p> <p>3.9 Linkages such as Loan Verification, SSS and Philhealth dues.</p> <p>3.10 Organizational Profile (Vision, Mission, Goals and Objectives)</p> <p>3.11 Electronic documentations e.g. Website</p> <p>3.12 Files/Employees' Profile</p>
<p>4. Quality standards</p>	<p>Quality standards may be related but are not limited to the following:</p> <p>4.1 Materials</p> <p>4.2 Software</p> <p>4.3 Office supplies</p> <p>4.4 Office facilities</p> <p>4.5 Office equipment</p> <p>4.6 Office standard forms</p> <p>4.7 Work processes</p> <p>4.8 Customer service</p> <p>4.9 Products and services</p> <p>4.10 Work outputs</p> <p>4.11 Communication process</p> <p>4.12 Ethical and professional ethics</p> <p>4.13 Training program design and delivery</p> <p>4.14 Value added services/product innovations</p> <p>4.15 Organization's policies and procedures manual</p>
<p>5. Client</p>	<p>Includes the following but are not limited to:</p> <p>5.1 External clients (customer, partners, members, subscribers, end users, investors/funders, service providers, agencies)</p> <p>5.2 Internal clients (within the organization/co-employees, immediate superiors, board of trustees)</p>

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Performed work in accordance with the organization's standard operating procedures and specifications 1.2 Identified and reported defects in accordance with standard operating procedures 1.3 Carried out work in accordance with the process improvement procedures
<p>2. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 2.1 Product manuals and brochures 2.2 Marketing and promotional materials 2.3 Orientation and presentation materials 2.4 Office standard forms and documentation 2.5 Operational handbook/manuals 2.6 Work plans and schedules 2.7 Hardware 2.8 Software
<p>3. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written examination 3.2 Interviews 3.3 Audit report 3.4 Monthly reports 3.5 Practical demonstration 3.6 Performance evaluation
<p>4. Context for assessment</p>	<ul style="list-style-type: none"> 4.1 Assessment may be conducted in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : PERFORM COMPUTER OPERATIONS

UNIT CODE : HCS311201

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed to perform computer operations which include encoding, accessing, decoding, transferring and storing data and information using the appropriate hardware and software.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for assigned task	1.1 Tasks are determined according to required output 1.2 Appropriate hardware and software are selected 1.3 OHS standards are complied with appropriate guidelines and procedures are identified 1.4 Required data security guidelines are determined	1.1 Basic fundamentals for computer use 1.2 Basic knowledge of computer system 1.3 Basics of computer operating system 1.4 Categories of storage devices and memories 1.5 Types and uses of software applications 1.6 Intellectual property rights 1.7 Virus information, detection and elimination 1.8 OHS principles and practices 1.9 Concern for details in accordance with organization's guidelines 1.10 Patience in handling challenging/difficult tasks 1.11 Quality	1.1 Computer keyboarding skills 1.2 Internet browsing/networking skills 1.3 Skill in English grammar 1.4 Basic computer software and hardware maintenance/troubleshooting skills 1.5 Analytical skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		consciousness 1.12 Safety consciousness	
2. Encode data	2.1 Accuracy of data/information is validated 2.2 Data are encoded using appropriate application 2.3 Information is saved in storage devices according to requirements 2.4 Work is performed within OHS guidelines	2.1 Basic fundamentals for computer use 2.2 Basic knowledge of computer system 2.3 Basics of computer operating system 2.4 Categories of storage devices and memories 2.5 Types and uses of software applications 2.6 Intellectual property rights 2.7 Virus information, detection and elimination 2.8 OHS principles and practices 2.9 Concern for details in accordance with organization's guidelines 2.10 Patience in handling challenging/difficult tasks 2.11 Quality consciousness 2.12 Safety consciousness	2.1 Computer keyboarding skills 2.2 Internet browsing/networking skills 2.3 Skill in English grammar 2.4 Basic computer software and hardware maintenance/troubleshooting skills 2.5 Analytical skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Access information	3.1 Appropriate application is selected based on job requirements 3.2 Proper use of navigation keys and icons is observed 3.3 Proper use of computer and other peripherals is observed	3.1 Basic fundamentals for computer use 3.2 Basic knowledge of computer system 3.3 Basics of computer operating system 3.4 Categories of storage devices and memories 3.5 Types and uses of software applications 3.6 Intellectual property rights 3.7 Virus information, detection and elimination 3.8 OHS principles and practices 3.9 Concern for details in accordance with organization's guidelines 3.10 Patience in handling challenging/difficult tasks 3.11 Quality consciousness 3.12 Safety consciousness	3.1 Computer keyboarding skills 3.2 Internet browsing/networking skills 3.3 Skill in English grammar 3.4 Basic computer software and hardware maintenance/troubleshooting skills Analytical skills
4. Produce data	4.1 Processed data using appropriate applications by authorized personnel 4.2 Data are printed	4.1 Basic fundamentals for computer use 4.2 Basic knowledge of computer	4.1 Computer keyboarding skills 4.2 Internet browsing/network

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>according to standard operating procedures</p> <p>4.3 Data are analyzed</p> <p>4.4 Files and data are transferred according to standard operating procedures</p> <p>4.5 Files and data are securely stored</p>	<p>system</p> <p>4.3 Basics of computer operating system</p> <p>4.4 Categories of storage devices and memories</p> <p>4.5 Types and uses of software applications</p> <p>4.6 Intellectual property rights</p> <p>4.7 Virus information, detection and elimination</p> <p>4.8 OHS principles and practices</p> <p>4.9 Concern for details in accordance with organization's guidelines</p> <p>4.10 Patience in handling challenging/difficult tasks</p> <p>4.11 Quality consciousness</p> <p>4.12 Safety consciousness</p>	<p>ing skills</p> <p>4.3 Skill in English grammar</p> <p>4.4 Basic computer software and hardware maintenance/troubleshooting skills</p> <p>4.5 Analytical skills</p>
5. Use the internet to access information	<p>5.1 Required information is identified</p> <p>5.2 Appropriate browser and search engine are used in accordance with the organization's standards and procedures</p> <p>5.3 Relevant links are utilized to access</p>	<p>5.1 Basic fundamentals for computer use</p> <p>5.2 Basic knowledge of computer system</p> <p>5.3 Basics of computer operating system</p>	<p>5.1 Computer keyboarding skills</p> <p>5.2 Internet browsing/networking skills</p> <p>5.3 Skill in English grammar</p> <p>5.4 Basic computer software and</p>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	information	5.4 Categories of storage devices and memories 5.5 Types and uses of software applications 5.6 Intellectual property rights 5.7 Virus information, detection and elimination 5.8 OHS principles and practices 5.9 Concern for details in accordance with organization's guidelines 5.10 Patience in handling challenging/difficult tasks 5.11 Quality consciousness 5.12 Safety consciousness	hardware maintenance/troubleshooting skills Analytical skills
6. Maintain computer equipment and systems	6.1 Procedures for system security such as virus check, data back-up, and system defragmentation are implemented 6.2 Appropriate basic equipment maintenance procedures and Management Information System requirements are implemented	6.1 Basic fundamentals for computer use 6.2 Basic knowledge of computer system 6.3 Basics of computer operating system 6.4 Categories of storage devices and memories 6.5 Types and uses of software	6.1 Computer keyboarding skills 6.2 Internet browsing/networking skills 6.3 Skill in English grammar 6.4 Basic computer software and hardware maintenance/troubleshooting skills 6.5 Analytical skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		applications 6.6 Intellectual property rights 6.7 Virus information, detection and elimination 6.8 OHS principles and practices 6.9 Concern for details in accordance with organization's guidelines 6.10 Patience in handling challenging/difficult tasks 6.11 Quality consciousness 6.12 Safety consciousness	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware	Hardware includes the following but are not limited to: <ul style="list-style-type: none"> 1.1 Computer set-up 1.2 Network systems 1.3 Communication equipment 1.4 Printer and scanner 1.5 Built-in cameras 1.6 Multimedia projector
2. Software	Software includes the following but are not limited to : <ul style="list-style-type: none"> 2.1 Microsoft Office applications 2.2 Database applications 2.3 Web browser 2.4 Client specific software
3. Storage devices	Storage devices include the following but are not limited to : <ul style="list-style-type: none"> 3.1 Diskettes 3.2 Zip disks 3.3 Local and remote hard disk drives 3.4 Optical drives (CDs) 3.5 USB flash drives
4. OHS guidelines	<ul style="list-style-type: none"> 4.1 Types of equipment used 4.2 Ergonomic furniture 4.3 Radiation barrier for monitors 4.4 Sitting posture 4.5 Lifting posture
5. Basic equipment maintenance	<ul style="list-style-type: none"> 6.1 Conducting file management 6.2 Updating of applications 6.3 Storing back up files 6.4 Maintaining equipment cleanliness 6.5 Security system/password
6. Management Information System	<ul style="list-style-type: none"> 7.1 Authorized IT security officer 7.2 Updating of programs/systems

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that candidate has:</p> <ul style="list-style-type: none"> 1.1 Used appropriate hardware 1.2 Used appropriate software applications 1.3 Processed required data 1.4 Maintained security measures, e.g., passwords 1.5 Practiced troubleshooting procedures 1.6 Applied basic computer maintenance activities
<p>2. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 2.1 Computer hardware and peripherals 2.2 Appropriate software applications 2.3 Computer printer/scanner ink 2.4 Stationeries 2.5 CDs, DVDs and USBs
<p>3. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Direct observation 3.2 Oral questioning 3.3 Written test 3.4 Practical demonstration 3.5 Work outputs
<p>4. Context for assessment</p>	<p>4.1 The Assessment may be conducted in the workplace or in a simulated workplace environment</p>

CORE COMPETENCY

UNIT OF COMPETENCY : IMPLEMENT MARKET DESIGN AND PLAN

UNIT CODE : SOCXXXXXX

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to enforce compliance of city ordinances and market policies, supervise installation of market design and plan and documentation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
1. Enforce compliance of city ordinances and market policies	1.1 City ordinances and market policies are secured from authority 1.2 City ordinances and market policies are analyzed and interpreted following industry standards 1.3 Administration of city ordinances and market policies are carried out following established practices.	1.1 City ordinances and market policies 1.2 Securing and analysis of City ordinances and market policies 1.3 Communication Skills 1.4 Effective management practices 1.5 Supervisory Skills 1.6 Analytical Skills	1.1 Securing city ordinances and market policies 1.2 Analyzing city ordinances and market policies 1.3 Carrying out administration of city ordinances and market policies 1.4 Communication skills 1.5 Supervisory skills 1.6 Analytical skills
2. Supervise installation of market design and plan	2.1 Market design and plan is secured from authority 2.2 Market design and plan are interpreted according to industry standards 2.3 Compliance of design and plan is assured following approved regulations	2.1 Market design and plan 2.2 Interpretation and securing market design and plan 2.3 Proper authority of market design and planning 2.4 Environmental laws and regulations 2.5 City ordinances	2.1 Securing market design and plan 2.2 Interpreting market design and plan 2.3 Assuring compliance of design and plan 2.4 Directing set up and arrangement of market place 2.5 Communication

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
	2.4 Set up and arrangements of market place is directed according to market design and plans.	and market policies 2.6 Communication Skills 2.7 Effective management practices 2.8 Supervisory Skills 2.9 Analytical Skills	skills 2.6 Supervisory skills 2.7 Analytical skills
3. Supervise documentation	3.1 Documentation is imposed following industry requirements 3.2 Collection of documents is supervised according to workplace requirements 3.3 Report is prepared following industry standards 3.4 Report is submitted to immediate superior 3.5 Recordkeeping is implemented following workplace requirement	3.1 Communication Skills 3.2 Recordkeeping and reporting 3.3 Documents 3.4 Submission of report 3.5 Immediate superior 3.6 Supervisory Skills 3.7 Analytical Skills	3.1 Imposing documentation 3.2 Supervising collection of documents 3.3 Preparing report 3.4 Implementing record keeping 3.5 Communication skills 3.6 Supervisory skills 3.7 Analytical skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Documentation	May include: 1.1 Photo 1.2 Written report
2. Documents	May include: 2.1 Business profile 2.2 Lease of Contract 2.3 Transfer of Rights 2.4 Business Permit/Mayor's Permit 2.5 Health Certificate

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Enforced compliance of city ordinances and market laws 1.2 Supervised installation of market design and plan 1.3 Supervised documentation
2. Resource Implications	The following resources should be provided: 2.1 Actual or simulated workplace 2.2 Tools materials and equipment needed to perform the required tasks 2.3 References and manuals 2.4 PPEs 2.5 First Aid Kit
3. Method of assessment	Competency in this unit may be assessed through: 3.1 Written examination 3.2 Demonstration/Direct observation with oral questioning 3.3 Case study
4. Context of assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting 4.2 Assessment shall be done while tasks are undertaken individually under limited supervision

UNIT OF COMPETENCY : OPERATE AND MAINTAIN MARKET AND MARKET ACTIVITIES

UNIT CODE : SOCXXXXXX

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to implement protection and security measures in a market, direct repair and maintenance of market place, employ quality control, evaluate market activities and apply value adding to products.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
1. Implement protection and security measures in market place	1.1 Safety practices are promoted following industry standard 1.2 Safety of life and property within the market is ensured following workplace practice 1.3 Coordination with proper authorities is conducted following industry procedure 1.4 Cases and issues are endorsed to proper authorities following workplace protocol 1.5 Feedback are obtained from the authority for tracking purposes.	1.1 Promotion of safety practices 1.2 Ensuring safety of life and property 1.3 Coordination with proper authority 1.4 Report preparation 1.5 Endorsement of issues and cases 1.6 Communication Skills 1.7 Supervisory Skills 1.8 Analytical Skills	1.1 Enforcing city laws and market policies 1.2 Promoting safety practices 1.3 Ensuring safety of life and property 1.4 Coordinating with proper authority 1.5 Communication skills 1.6 Supervisory skills 1.7 Analytical skills
2. Direct repair and maintenanc	2.1 Safety practices are promoted following industry	2.1 Promotion of safety practices	2.1 Enforcing city laws and market policies

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
e of market place	<p>standard</p> <p>2.2 Inspection for irregularities and breakdown in the market facility are led following industry standard</p> <p>2.3 Proper authorities are coordinated in accordance with work requirement</p> <p>2.4 Irregularities and breakdown are reported and endorsed to proper authority following workplace protocol</p> <p>2.5 After-repair-inspection is directed and monitored according to workplace procedure.</p>	<p>2.2 Irregularities and breakdown in the facility</p> <p>2.3 Coordination with proper authorities</p> <p>2.4 Final inspection</p> <p>2.5 Building Code</p> <p>2.6 Electrical Code</p> <p>2.7 Proper authorities and functions</p> <p>2.8 Communication Skills</p> <p>2.9 Supervisory Skills</p> <p>2.10 Analytical Skills</p>	<p>2.2 Promoting safety practices</p> <p>2.3 Inspecting irregularities and breakdown in the facility</p> <p>2.4 Reporting and endorsing irregularities and breakdown</p> <p>2.5 Coordinating proper authorities</p> <p>2.6 Directing after-repair-inspection</p> <p>2.7 Communication skills</p> <p>2.8 Supervisory skills</p> <p>2.9 Analytical skills</p>
3. Employ quality control	<p>3.1 Checking of weighing scales is directed following manufacturer's manual.</p> <p>3.2 Cleanliness and sanitation of market and market facilities are imposed based on laws and ordinances.</p> <p>3.3 Product quality inspection are</p>	<p>3.1 Rotation of duties and assignment</p> <p>3.2 Checking of weighing scales and market facility</p> <p>3.3 Cleanliness and sanitation of market and market facilities</p> <p>3.4 Characteristics of quality product and services</p> <p>3.5 Inspecting quality</p>	<p>3.1 Directing checking of weighing scale</p> <p>3.2 Imposing cleanliness and sanitation of market and market facilities</p> <p>3.3 Supervising and monitoring product quality inspection</p> <p>3.4 Supervising provision of quality services</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
	<p>supervised and monitored following industry standard</p> <p>3.4 Provision of quality services are supervised following industry standard</p> <p>3.5 Violations are recorded and reported to proper authority</p> <p>3.6 Proper authority is coordinated in accordance with workplace protocol</p>	<p>of products</p> <p>3.6 Kinds of violations</p> <p>3.7 Identification of violations</p> <p>3.8 Recording and reporting procedure</p> <p>3.9 Coordination to proper authority</p> <p>3.10 Communication skills</p> <p>3.11 Supervisory Skills</p> <p>3.12 Analytical Skills</p>	<p>3.5 Recording and reporting violations</p> <p>3.6 Communication skills</p> <p>3.7 Supervisory skills</p> <p>3.8 Analytical skills</p>
4. Evaluate market and market activities	<p>4.1 Monthly performance report is prepared following workplace requirement</p> <p>4.2 Gathered information and data are interpreted following workplace requirement</p> <p>4.3 Recommendation is prepared and submitted to immediate superior</p>	<p>4.1 Monthly performance report</p> <p>4.2 Preparation of monthly performance report</p> <p>4.3 Information and data gathering</p> <p>4.4 Interpretation of information and data</p> <p>4.5 Recommendation report</p> <p>4.6 Preparation and submission of recommendation report</p> <p>4.7 Communication Skills</p>	<p>4.1 Enforcing city laws and market policies</p> <p>4.2 Preparing monthly performance report</p> <p>4.3 Interpreting information and data</p> <p>4.4 Preparing and submitting recommendation</p> <p>4.5 Communication skills</p> <p>4.6 Analytical skills</p> <p>4.7 Supervisory skills</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
		4.8 Supervisory Skills 4.9 Analytical Skills	
5. Apply value adding to products and services	5.1 Technology is utilized in accordance with workplace requirement 5.2 Processing of food products are imposed following workplace requirement 5.3 Packaging and labelling of products are implemented following industry standard 5.4 Storing products is supervised following product requirement 5.5 Total customer services are directed following industry procedure	5.1 Use of technology 5.2 Processing of food products 5.3 Packaging and labelling of products 5.4 Storing of products 5.5 Communication skills 5.6 Supervisory Skills 5.7 Analytical Skills	5.1 Enforcing city laws and market policies 5.2 Utilizing technology 5.3 Instigating processing of food products 5.4 implementing packaging and labelling of products 5.5 supervising storage of products 5.6 Directing total customer services 5.7 Communication skills 5.8 Supervisory Skills 5.9 Analytical Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Proper authority	May include: 1.1 PNP 1.2 DOH/City Health Officer 1.3 CENRO 1.4 DA- BAI - NMIS 1.5 Fire Department 1.6 DA-BFAR 1.7 City Agriculture Office
2. Product	May include: Wet section 2.1 Fish and aquamarine products 2.2 Meat and Meat products 2.3 Poultry and poultry products 2.4 Dairy products 2.5 Fruits and Vegetables 2.6 Herbs and spices Dry section 2.1 Dry goods 2.2 Clothing 2.3 Grocery items and general merchandize 2.4 Pharmaceutical products 2.5 Artisan products 2.6 Jewelries 2.7 Rice and corn grits 2.8 Baked products
3. Services	May include: 3.1 Tailoring 3.2 Cellphone repair 3.3 Watch repair 3.4 Shoe manufacturing and repair 3.5 Food services 3.6 Security services 3.7 Parking services 3.8 Medical emergency services
4. Market facilities	May include: 4.1 Comfort rooms 4.2 Public address system 4.3 Cleaning area 4.4 Wash area 4.5 Drainage system

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Implemented protection and security measures in the market place 1.2 Directed repair and maintenance of market place 1.3 Employed quality control 1.4 Evaluated market and market activities 1.5 Applied value adding to products and services
2. Resource Implications	The following resources should be provided: 2.1 Actual or simulated workplace 2.2 Tools materials and equipment needed to perform the 2.3 required tasks 2.4 References and manuals 2.5 PPEs 2.6 First Aid Kit
3. Method of assessment	Competency in this unit may be assessed through: 3.1 Written examination 3.2 Demonstration 3.3 Oral questioning 3.4 Direct observation
4. Context of assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting 4.2 Assessment shall be done while tasks are undertaken individually under limited supervision

UNIT OF COMPETENCY : IMPROVE MARKET AND MARKET ACTIVITIES

UNIT CODE : SOCXXXXX

UNIT DESCRIPTOR : This unit describes the knowledge, skills and attitude required to conduct research, formulate recommendation, conduct pilot run and implement improvement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Conduct research	1.1 Data from the market stakeholders are gathered following industry practices 1.2 Threats and opportunities are identified following industry practices 1.3 Research on emerging trend on market activities is conducted following industry practices 1.4 Collected data and information are synthesized following industry practices	1.1 Data gathering procedure 1.2 Threats and opportunities 1.3 Research on emerging trend on market activities 1.4 Communication Skills 1.5 Mathematical Skills 1.6 Supervisory Skills 1.7 Analytical Skills	1.1 Gathering data from market stakeholders 1.2 Identifying threats and opportunities 1.3 Conducting research on emerging trend on market activities 1.4 Synthesizing collected data and information 1.5 Communication Skills 1.6 Mathematical Skills 1.7 Supervisory Skills 1.8 Analytical Skills
2. Formulate recommendation on market improvement	2.1 Synthesized data are analyzed following industry practice 2.2 Innovations are identified following industry practices 2.3 Feasibility study is	2.1 Business Sustainability 2.2 Analytical Skill 2.3 Innovations 2.4 Preparation/Drafting of plans 2.5 Communication	2.1 Analyzing synthesized data 2.2 Identifying innovations 2.3 Coordinating feasibility study 2.4 Drafting plans

	<p>coordinated with proper authority following industry standards</p> <p>2.4 Plans are drafted for recommendation purposes</p>	<p>Skill</p> <p>2.6 Supervisory Skills</p> <p>2.7 Feasibility study</p>	<p>2.5 Communication Skill</p> <p>2.6 Supervisory Skills</p> <p>2.7 Feasibility study</p> <p>2.8 Analytical Skills</p>
3. Conduct pilot run	<p>3.1 Innovation are applied based on recommended market plan improvement</p> <p>3.2 Pilot run is monitored according established procedures</p> <p>3.3 Results are recorded based on the established procedures</p>	<p>3.1 Innovation Plan on market improvement</p> <p>3.2 Procedures of pilot run</p> <p>3.3 Monitoring procedures</p> <p>3.4 Recording procedure</p> <p>3.5 Communication Skills</p> <p>3.6 Analytical Skills</p> <p>3.7 Supervisory Skills</p>	<p>3.1 Applying innovation</p> <p>3.2 Monitoring pilot run</p> <p>3.3 Recording results</p> <p>3.4 Communication Skills</p> <p>3.5 Analytical Skills</p> <p>3.6 Supervisory Skills</p>
4. Implement market improvement	<p>4.1 Innovations are selected based on the need and requirement of the market activities</p> <p>4.2 Innovations are incorporated in the market activities</p> <p>4.3 Necessary adjustment in market activities is applied following industry procedure</p> <p>4.4 Implementation is monitored following industry procedure</p>	<p>4.1 Selection of effective innovation plan</p> <p>4.2 Analytical Skill</p> <p>4.3 Communication Skill</p> <p>4.4 Incorporation of innovations o market activities</p> <p>4.5 Application of necessary adjustments</p> <p>4.6 Monitoring procedure</p> <p>4.7 Supervisory Skills</p>	<p>4.1 Selecting effective innovations</p> <p>4.2 Incorporating innovation</p> <p>4.3 Applying necessary adjustment in market activities</p> <p>4.4 Monitoring implementation</p> <p>4.5 Communication Skills</p> <p>4.6 Analytical Skills</p> <p>4.7 Supervisory Skills</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Data	May include: 1.1 Number of stalls 1.2 Violation 1.3 Current trends on market improvements
2. Innovations	May include: 2.1 Product branding 2.2 Product packaging 2.3 Nutritional facts and health benefits
3. Plans	May include: 3.1 Business plan 3.2 Physical arrangement plan 3.3 Structural plan 3.4 HRD plan

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Conducted research 1.2 Formulated recommendation 1.3 Conducted pilot run 1.4 Implemented improvement
2. Resource Implications	The following resources should be provided: 2.1 Actual or simulated workplace 2.2 Tools materials and equipment needed to perform the required tasks 2.3 References and manuals 2.4 PPEs 2.5 First Aid Kit
3. Method of assessment	Competency in this unit may be assessed through: 3.1 Written examination 3.2 Demonstration 3.3 Oral questioning 3.4 Direct observation
4. Context of assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting 4.2 Assessment shall be done while tasks are undertaken individually under limited supervision

UNIT OF COMPETENCY : ORGANIZE AND MOBILIZE STAKEHOLDERS

UNIT CODE : SOCXXXXXX

UNIT DESCRIPTOR : This unit describes the knowledge, skills and attitude required to conduct training needs analysis, capacitate human resource development, facilitate availment of various programs, facilitate establishment of financing investment.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Analyze needs of market stakeholders	1.1 Training needs analysis is conducted following industry procedure 1.2 Survey is conducted to address the needs of stakeholders 1.3 Assessment is facilitated to identify training needs of stakeholders 1.4 Training needs are identified according to assessment and survey	1.1 Training on storage, product display, financial management, financial literacy, simple business plan, bookkeeping, feasibility study, safety practices, disaster preventive, first – aid and security 1.2 Cultural sensitivity 1.3 Gender sensitivity 1.4 Conduct of assessment 1.5 Training needs analysis 1.6 Survey procedure 1.7 Communication Skills 1.8 Analytical Skills 1.9 Supervisory skills	1.1 Conducting training needs analysis 1.2 Conducting survey 1.3 Facilitating assessment 1.4 Identifying training needs 1.5 Communication Skills 1.6 Analytical Skills 1.7 Supervisory skills
2. Capacitate human resource development	2.1 Training and seminar workshops are organized in	2.1 Training and seminar workshops	2.1 Organizing training and seminar workshops

	<p>accordance with industry standards</p> <p>2.2 HRD plan is utilized in accordance with industry standards</p> <p>2.3 Induction training is coordinated with proper authority</p> <p>2.4 Mentoring and coaching is provided based on the needs of stakeholder</p>	<p>2.2 Organizing training and seminar workshops</p> <p>2.3 Human Resource Development Plan</p> <p>2.4 Coordinating induction training</p> <p>2.5 Mentoring and coaching</p> <p>2.6 Analytical Skills</p> <p>2.7 Communication Skills</p> <p>2.8 Supervisory Skills</p>	<p>2.2 Utilizing HRD plan</p> <p>2.3 Coordinating induction training</p> <p>2.4 Coaching and mentoring stakeholders</p> <p>2.5 Communication Skills</p> <p>2.6 Analytical Skills</p> <p>2.7 Supervisory skills</p>
3. Facilitate availment of various programs	<p>3.1 Information and programs are disseminated following industry procedure</p> <p>3.2 Preparation and submission of required documents are facilitated following industry procedure</p> <p>3.3 Stakeholders are endorsed to proper authority following industry procedure</p>	<p>3.1 Analytical Skills</p> <p>3.2 Communication Skills</p> <p>3.3 Dissemination of information and programs</p> <p>3.4 Facilitation on preparation and submission of required documents</p> <p>3.5 Endorsement of stakeholders</p> <p>3.6 Supervisory Skills</p>	<p>3.1 Disseminating information and programs</p> <p>3.2 Facilitating preparations and submission of required documents</p> <p>3.3 Endorsing stakeholders</p> <p>3.4 Communication Skills</p> <p>3.5 Analytical Skills</p> <p>3.6 Supervisory skills</p>
4. Facilitate establishment of financing investment	<p>4.1 Business plan is utilized in accordance with industry procedure</p> <p>4.2 Stakeholders are organized based on the approved needs</p> <p>4.3 Formulation of policies and</p>	<p>4.1 Utilization of business plan</p> <p>4.2 Organization of stakeholders</p> <p>4.3 Formulation policies and guidelines</p> <p>4.4 Execution of policies and guidelines</p>	<p>4.1 Utilizing business plan</p> <p>4.2 Organizing stakeholders</p> <p>4.3 Directing formulation of policies and guidelines</p> <p>4.4 Supervising execution of</p>

	<p>guidelines are directed based industry procedure</p> <p>4.4 Execution of policies and guidelines are supervised following approved industry procedure</p>	<p>4.5 Analytical Skills</p> <p>4.6 Communication Skills</p> <p>4.7 Supervisory Skills</p>	<p>policies and guidelines</p> <p>4.5 Communication Skills</p> <p>4.6 Analytical Skills</p> <p>4.7 Supervisory skills</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Needs	May include: <ul style="list-style-type: none"> 1.1 Improvement of facilities 1.2 Orientation program on new policies 1.3 Awareness program 1.4 Induction training 1.5 Training program

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> 1.1 Conducted training needs analysis 1.2 Capacitated human resource development 1.3 Facilitated availment of various programs 1.4 Facilitated establishment of financing investment
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Actual or simulated workplace 2.2 Tools materials and equipment needed to perform the 2.3 required tasks 2.4 References and manuals 2.5 PPEs 2.6 First Aid Kit
3. Method of assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1 Written examination 3.2 Demonstration 3.3 Oral questioning 3.4 Direct observation
4. Context of assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting 4.2 Assessment shall be done while tasks are undertaken individually under limited supervision

UNIT OF COMPETENCY : CONDUCT PROMOTION OF MARKET AND MARKET PRODUCTS

UNIT CODE : SOCXXXXX

UNIT DESCRIPTOR : This unit describes the knowledge, skills and attitude required to facilitate internal promotion, coordinate external promotion and handle promotional tools and materials.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Facilitate internal promotion	1.1 Customer relation is implemented and monitored following workplace practices 1.2 Fair trading is implemented and monitored following industry standard 1.3 Incentive scheme is introduced to the vendors following industry procedure	1.1 Analytical Skills 1.2 Communication Skills 1.3 Supervisory Skills 1.4 Customer relation 1.5 Implementation and Monitoring of fair trading 1.6 Incentive scheme 1.7 Mathematical skill	1.1 Implementing and monitoring customer relation 1.2 Implementing and monitoring fair trading 1.3 Introducing incentive scheme 1.4 Analytical Skills 1.5 Communication Skills 1.6 Supervisory Skills 1.7 Mathematical Skills
2. Coordinate external promotion	2.1 Advertisement of market and market products is facilitated following industry procedure 2.2 Branding of market and market products are established following industry procedure	2.1 Analytical Skills 2.2 Communication Skills 2.3 Supervisory Skills 2.4 Facilitation of advertisement 2.5 Branding of market and market products	2.1 Facilitating advertisement of market and market products 2.2 Establishing branding of market and market products 2.3 Implementing and monitoring promotional

	2.3 Promotional strategies are implemented and monitored following industry procedure	2.6 Promotional strategies 2.7 Implementation of promotional strategies	strategies 2.4 Analytical Skills 2.5 Communication Skills 2.6 Supervisory Skills
3. Handle promotional tools and materials	3.1 Use of effective promotional tools and materials are initiated following industry procedure 3.2 Compliance to the rules and regulations on advertising and promotional activities are implemented and monitored following industry procedure 3.3 Updating information on digital platform is overseen following industry procedure	3.1 Analytical Skills 3.2 Communication Skills 3.3 Supervisory Skills 3.4 Effective promotional tools and materials 3.5 Use of effective promotional tools and materials 3.6 Compliance to rules and regulations on advertising and promotional activities 3.7 Digital platform 3.8 Operation of electronic gadgets 3.9 Updating digital platform	3.1 Initiating use of effective promotional tools and materials 3.2 Implementing compliance to the rules and regulations on advertising and promotional activities 3.3 Overseeing on updating information on digital platform 3.4 Analytical Skills 3.5 Communication Skills 3.6 Supervisory Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Advertisement	May include: <ul style="list-style-type: none"> 1.1 Online advertising 1.2 Print out 1.3 Attending forums, festivals and trade fairs 1.4 Radio and television
2. Branding	May include: Market: <ul style="list-style-type: none"> 2.1 Orderliness 2.2 Cleanliness 2.3 Peace and order Market products: <ul style="list-style-type: none"> 2.1 Price 2.2 Quality 2.3 Nutritional facts 2.4 Packaging and labeling

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> 1.1 Facilitated internal promotional 1.2 Coordinated external promotion 1.3 Handled promotional tools and materials
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Actual or simulated workplace 2.2 Tools materials and equipment needed to perform the 2.3 required tasks 2.4 References and manuals 2.5 PPEs 2.6 First Aid Kit
3. Method of assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1 Written examination 3.2 Demonstration 3.3 Oral questioning 3.4 Direct observation
4. Context of assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting 4.2 Assessment shall be done while tasks are undertaken individually under limited supervision

UNIT OF COMPETENCY : IMPLEMENT MARKET WASTE MANAGEMENT

UNIT CODE : SOCXXXXX

UNIT DESCRIPTOR : This unit describes the knowledge, skills and attitude required to organize for implementation of waste, undertake plan implementation activities, monitor and review outcomes of waste management plan.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range Statement</i>	REQUIRED KNOWLEDGE AND ATTITUDE	REQUIRED SKILL
1. Organize for implementation of waste management plan	<p>1.1 Waste management plan is reviewed to determine implementation requirements</p> <p>1.2 Potential hazards and risks are identified and communicated to designated <i>appropriate person</i>.</p> <p>1.3 Equipment, including emergency and personal protective equipment (PPE), is selected for implementation of strategy according to organizational requirements and occupational health and safety (OHS) procedures.</p> <p>1.4 Personnel are informed how to maintain PPE.</p>	<p>1.1 Environmental issues relating to:</p> <ul style="list-style-type: none"> • life cycle of products: re-new, re-use and recycle • environmental regulations • renewable energy <p>1.2 Environmental issues relating to:</p> <ul style="list-style-type: none"> • life cycle of products: re-new, re-use and recycle • environmental regulations • renewable energy <p>1.3 OHS requirements relating to:</p> <ul style="list-style-type: none"> • dangerous goods and hazardous substances • OHS hierarchy of control 	<p>1.1 Interpersonal skills</p> <p>1.2 Reviewing waste management plan</p> <p>1.3 Identifying hazards and risks</p> <p>1.4 Selecting equipment including emergency and personal protective equipment (PPE)</p> <p>1.5 Informing personnel to maintain PPEs</p> <p>1.6 Communication Skills</p> <p>1.7 Supervisory Skills</p>

<p>2. Undertake plan implementation activities.</p>	<p>2.1 New and changed waste management procedures and processes are explained and a plan to undertake to relevant personnel.</p> <p>2.2 New or changed waste management procedures are implemented according to waste management plan, organisational requirements and <i>legislation and codes</i>.</p> <p>2.3 Education and training are provided to personnel to ensure full understanding of and commitment to waste management plan.</p>	<p>2.1 Resource recovery options relating to:</p> <ul style="list-style-type: none"> • valuable resources within materials • potential resources to be recovered 	<p>2.1 Explained new and changed waste management procedures and processes</p> <p>2.2 Implementing new and changed waste management procedures</p> <p>2.3 Providing education and training</p>
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<p>3. Monitor and review outcomes of waste management plan</p>	<p>3.1 Review of waste management plan is conducted to determine safety, feasibility, compliance, efficiency and effectiveness</p> <p>3.2 Necessary adjustments to waste management plan are made to maximise achievement of objectives.</p> <p>3.3 Details of implementation and review of waste management plan are documented and reviewed according to organisational requirements</p>	<p>3.1 Waste assessment review, including:</p> <ul style="list-style-type: none"> • analyzing waste practices • analyzing previous assessment plans and assessment processes • incorporating standard audit requirements and procedures • incorporating nature and significance of waste minimization hierarchy • incorporating types of client waste management surveys and their uses 	<p>3.1 reviewing of waste management plan</p> <p>3.2 conducting necessary adjustments to waste management</p> <p>3.3 documenting details of implementation and review of waste management plan</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Waste management plan	<p>May include:</p> <p>1.1 Implementation strategies, including:</p> <ul style="list-style-type: none"> • material safety data sheets (MSDS) • measurement and recording • OHS procedures • PPE • legislation and codes • site contract requirements • work procedures <p>1.2 Objectives pertaining to:</p> <ul style="list-style-type: none"> • changes to processes and procedures • environmental issues • education and training • past and future reviews and audits • recycling requirements • reduction of waste <p>1.3 Review strategies, including:</p> <ul style="list-style-type: none"> • internal and external audits • monitoring statistics • monitoring personnel performance following training • undertaking quality control checks • reviewing effectiveness of new procedures and processes

	<ul style="list-style-type: none"> • formalizing review strategies via re-planning • sampling • counting waste <p>1.4 Targets, such as:</p> <ul style="list-style-type: none"> • carbon emissions reduction • lean management • recycling rates • waste minimization.
2. Potential hazards and risks	<p>May Include</p> <p>2.1 damage to plant, vehicle or property</p> <p>2.2 harm to the environment</p> <p>2.3 illness or injury to employees, contractors or the public</p> <p>2.4 injuries resulting from manual handling and repetitive work.</p>
3. Hazards and risks	<p>May include:</p> <p>3.1 Broken glass</p> <p>3.2 Broken metal</p> <p>3.3 Compaction equipment</p> <p>3.4 Contamination</p> <p>3.5 Dust</p> <p>3.6 Fire</p> <p>3.7 Gases and fumes</p> <p>3.8 Hazardous waste (e.g. sharps)</p> <p>3.9 Narrow driveways</p> <p>3.10 Other vehicles and equipment</p> <p>3.11 Overhanging signs</p> <p>3.12 Projectiles</p> <p>3.13 Spark-producing equipment</p>

	<p>3.14 Unguarded conveyor belts</p> <p>3.15 weather.</p>
4. Appropriate persons	<p>May include:</p> <p>4.1 Supervisor</p> <p>4.2 Team member</p>
5. Equipment	<p>Includes:</p> <p>5.1 Absorbent material</p> <p>5.2 Bunding equipment</p> <p>5.3 Camera</p> <p>5.4 Collection containers</p> <p>5.5 Lifting gear</p> <p>5.6 Measurement equipment</p> <p>5.7 PPE</p> <p>5.8 Reference manuals</p> <p>5.9 Safety barriers and warning signs</p> <p>5.10 Sample bench</p> <p>5.11 Scales</p>
6. Emergency and personal protective equipment	<p>May include:</p> <p>6.1 Communications equipment</p> <p>6.2 Eye protection, such as goggles and protective glasses</p> <p>6.3 Eyewash kit</p> <p>6.4 Fire extinguishers</p> <p>6.5 First aid kit</p> <p>6.6 Footwear</p> <p>6.7 Gloves</p> <p>6.8 Overalls and protective clothing</p>
7. Emergency and personal protective equipment	<p>May include:</p> <p>7.1 Breathing apparatus</p>

	<p>7.2 Emergency procedure guides</p> <p>7.3 Face shields or masks</p> <p>7.4 Hard hats</p> <p>7.5 Hearing protection</p> <p>7.6 MSDS</p> <p>7.7 Spill kit</p>
8. Organizational requirements	<p>May include:</p> <p>8.1 Briefing papers</p> <p>8.2 Job sheets</p> <p>8.3 Memos</p> <p>8.4 Letters</p> <p>8.5 Quality assurance documents</p> <p>8.6 Tender and contract documents</p> <p>8.7 Verbal and written instructions and directions</p>
9. Maintain PPE	<p>May include:</p> <p>Clean, fit, wear and store equipment according to:</p> <p>9.1 Equipment specifications</p> <p>9.2 Organizational requirements</p> <p>9.3 Manufacturer specifications</p> <p>9.4 OHS regulations</p>
10. Legislation and codes	<p>May include:</p> <p>10.1 Codes</p> <ul style="list-style-type: none"> • Australian code for the transport of dangerous goods by road and rail • Industry <p>10.2 Commonwealth, state and territory legislation</p> <ul style="list-style-type: none"> • anti-discrimination • environmental protection

	<ul style="list-style-type: none"> • equal employment opportunity • freedom of information • industrial • OHS • trade practices • road laws
11. Review of waste management plan	<p>May include:</p> <ul style="list-style-type: none"> 11.1 Internal and external audits 11.2 Monitoring statistics 11.3 Monitoring personnel performance following training 11.4 Quality control check 11.5 Review of effectiveness of new procedures and processes 11.6 Sampling 11.7 Counting waste.

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Organized for implementation of waste management plan 1.2 Undertaken plan implementation activities 1.3 Monitored and reviewed outcomes of waste management plan
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Actual or simulated workplace 2.2 Tools materials and equipment needed to perform the 2.3 required tasks 2.4 References and manuals 2.5 PPEs 2.6 First Aid Kit
3. Method of assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written examination 3.2 Demonstration 3.3 Oral questioning 3.4 Direct observation
4. Context of assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting 4.2 Assessment shall be done while tasks are undertaken individually under limited supervision

SECTION 3. TRAINING ARRANGEMENTS

TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this course must possess the following requirements:

- A Senior High School Completer
- At least three (3) years experience in market works
- Good communication skills
- Arithmetic skills

TRAINER'S QUALIFICATIONS FOR SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICE SECTOR

Trainers who will deliver the training on **MARKET OPERATION AND DEVELOPMENT LEVEL IV** should have the following:

- Must be a holder of Certificate of Training of Trainers or a practicing trainer for at least two (2) years within the last five (5) years
- Must have at least three (3) years experience relevant in Market Operation and Development

GLOSSARY OF TERMS

Research	Refers to gathering and collection of existing data and emerging relevant information from reliable source.
Promotional tools and materials	Refers to means and ways to advertise and promote market and market products

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