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COMPUTER AIDED DESIGNING (CAD)

Competency Standards

National Vocational Certificate Level 2-4

Version 1 - August 2019

NAVTTC
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Introduction

Computer Aided Designing (CAD) is one of the popular fields in designing engineering projects and layouts with highest overall job-market demand. CAD designing is very important and very helpful for an individual as well as the employer all over the world. Moreover, an industry recognized credential such as CAD certification helps an individual excel in his/her career in designing — providing benefits to the individual and employer. Competency standards set by TVET provide reliable validation of skills and knowledge and can lead to accelerated professional development, improved productivity and enhanced credibility.

In order to keep pace with current developments and advancements in every walk of life particularly the industrial sector, there is dire need to strengthen and promote productive working relationship between the training provider and the industry so that it results in enhancing the quality of training delivery, enterprise competitiveness and access to decent employment. That's why existing NVQF for AutoCAD trade have been identified for review and further development of the missing levels, skills set and occupational competencies meeting the demands of the industry. Moreover, these qualifications have been developed in response to the demands of labour market and national priorities with the involvement of industry at key stages in the development process.

The core areas considered in the development of this qualification include competency standards, structure, level, time allocation in credit hours, tools and equipment as per National Vocational Qualification Framework (NVQF) Development Manual 1 using the competency based training and assessment (CBT&A) approach.

Purpose of the Qualification

The competency based NVQ has been developed to train the unskilled men of Pakistan on the technical and entrepreneurial skills so that they get employed / self-employed and inevitably set sustainable impact on their lives by increasing their monthly income.

The purpose of these qualifications is to homogenize the competency standards in line with those applies across the globe for TVET practitioners who serve as key elements in enhancing quality of training and assessment. Also, these qualifications will help in setting and identifying duties and tasks for the usual purpose of earning a livelihood.

The specific objectives of developing these qualifications are as under:

- To set a high profile standard profession for the industry to generate standard outputs
- To validate an individual's skills, knowledge and understanding regarding relevant occupations

- In Competency-Based Training (CBT), these qualifications provide overall course guidelines in relation to teaching and learning and act as key instrument in supporting standardized formal, non-formal and informal training
- Provide flexible pathways and progressions in training and assessment field

Date of Validation

These national qualifications have been validated by the Qualifications Validation Committee (QVC) on 7th February, 2018 and they will remain in currency until 6th February, 2021.

Code of Qualification

Qualifications	Code
National Vocational Certificate Level-2 in Information Technology (CAD-AutoCAD)	0611ICT08
National Vocational Certificate Level-3 in Information Technology (CAD-REVIT & SKETCHUP)	0611ICT09
National Vocational Certificate Level-4 in Information Technology (CAD-3D Studio MAX)	0611ICT10

Entry Requirements

- Minimum qualification for level-2 is Matriculation
- Minimum qualification for level-3 and Level-4 is Matriculation with some hands on practice on level-2.

Qualifications Development Committee

The Qualifications Development Committee consisted of following members:

S.No.	Name & Designation	Organization
1.	Aftab Hussain	DACUM Facilitator
2.	Miss Saima Asghar	Interior Designer/Freelance Consultant
3.	Miss Mehwish Aisha Ahsan	CBT Expert/Assessor
4.	Kiran Sabir	AutoCAD Designer and Instructor
5.	Amir Shehzad	Project Designer
6.	Muhammad Abbas Arshad	Site Engineer
7.	Muhammad Faizan	Interior/CAD Designer
8.	Junaid-ur-Rehman	Architect/Interior Designer and Instructor

Qualifications Validation Committee

The Qualifications Validation Committee consisted of following members:

S.No.	Name & Designation	Organization
1.	Muhammad Ameen	Structure Engineer, Bahria Town Phase-2
2.	Muhammad Iftikhar	Architect, Public Works Development (PWD)
3.	Tanveer Hussain	Civil Engineer, SIYAH KALAM BAGH
4.	Noman Ahmed	Design Engineer, DHC Hydropower Kohistan
5.	Muhammad Abbas Arshad	Site Engineer, Bahria Town

Regulations for the Qualification and Schedule of Units

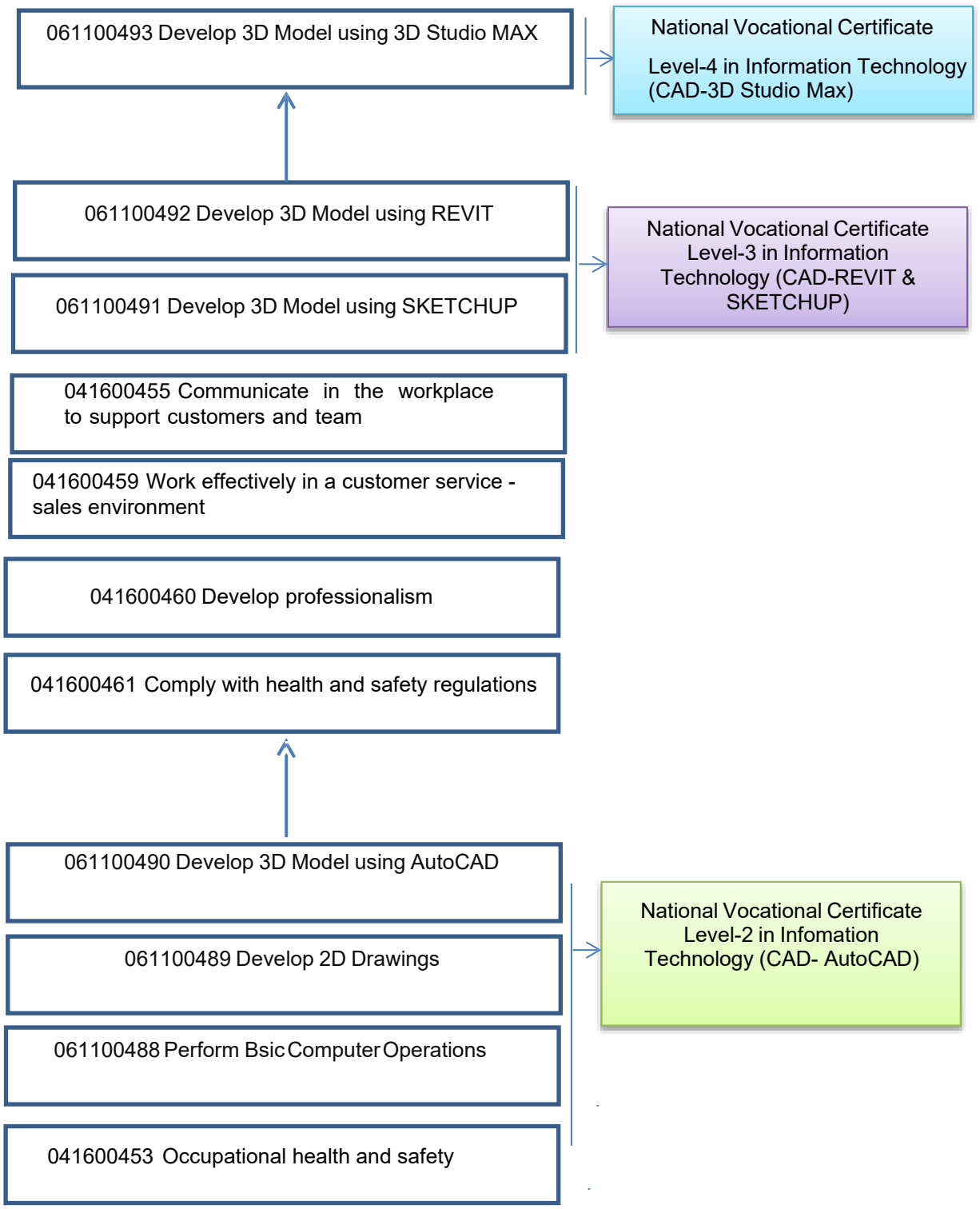
Not Applicable

Summary of Competency Standards

Code	Competency Standards	Level	Credits	Category
061100488	Perform Basic Computer Operations	2	8	Functional
061100489	Develop 2D Drawings	2	30	Technical
061100490	Develop 3D Model using AutoCAD	2	20	Technical
061100491	Develop 3D Model using SKETCHUP	3	15	Technical
061100492	Develop 3D Model using REVIT	3	16	Technical
061100493	Develop 3D Model using 3D Studio MAX	4	30	Technical
041600453	Occupational health and safety	2	3	Technical
041600455	Communicate in the workplace to support customers and team	3	6	Technical
041600459	Work effectively in a customer service - sales environment	3	7	Technical
041600460	Develop professionalism	3	3	Technical
041600461	Comply with health and safety regulations	3	2	Technical

Packaging of Qualifications

The national vocational qualifications have been packaged as per following:



061100488 Perform Basic Computer Operations

Overview

This competency standard will provide skills and knowledge related to basic computer hardware, software, applications and troubleshooting. You will be able to demonstrate your skills in operating a computer system and computer applications such as MS Word, MS Power Point, MS Excel as well as installation and troubleshooting of Operating System and software.

Competency Units	Performance Criteria
1. **Configure Computer System**	P1. Connect computer components and peripherals as per requirements P2. Install System software and applications software according to the Instruction Manual P3. Troubleshoot Applications to trace and fix faults (if any) to bring it in a running condition P4. Follow health, safety and security procedures to ensure safe working environment
2. **Create a Document Using MS Word**	P1. Compose a document as per requirements P2. Assign name and location to save a file in word file format P3. Format Word Document according to given requirements P4. Generate hard copy according to job requirements
3. **Prepare a Worksheet Using MS Excel**	P1. Develop a worksheet as per given data P2. Format the worksheet according to given job requirements P3. Apply Formulas according to given criteria P4. Generate Charts/Graphs according to the given data

4. **Prepare a Presentation Using MS Power Point**	P1. Insert Slides with different Layouts according to requirements of presentation P2. Insert text, tables, images, etc. according to the requirements P3. Apply a set of effects to animate the slide according to requirements P4. Apply Slide Transitions on Slides according to requirement P5. Apply Sound Effects on Objects/text/images according to job requirements

Knowledge & Understanding

This competency standard will provide knowledge related to:

- **Operating systems**
  - Installation of software applications
  - Open and close files
  - Locate a saved file
  - File management
- **Hardware and Software**
  - Access a CD/DVD-ROM and Data traveler
  - Troubleshoot hardware and software problems
- **Internet and E-mailing**
  - Send an e-mail message
  - Receive an e-mail message
  - Attach a file to an e-mail
  - Basic search in search engine
  - Download and view file from webpage
  - Upload files to cloud location
  - Print web page
- **MS Office**
  - Basic formatting: bold, italic & center
  - Save a file (including naming the file and locating where to save the file)
  - Print a file
  - Hyperlink and referencing
  - Applying Formulas
  - Short Keys
  - WPM (Words Per Minute)
  - Animations and transitions to different slides
  - Communication skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Install MS Office Application correctly
- Prepare a formatted document using MS Word
- Enter data into the respective columns and rows as per given instructions
- Set page layouts and margins
- Apply any slide transition on entire presentation

061100489 Develop 2D Drawings

Overview

This competency standard is designed to provide skills and knowledge to create two dimensional drawings by using various tools and commands. You can create and modify objects and drawings in AutoCAD to meet specific targets according to job requirements.

Competency Units	Performance Criteria
1. **Develop 2D Objects**	P1. Setup drawing interface for required specifications P2. Setup user interface settings for required specifications P3. Save AutoCAD drawing files in different file formats (DWG, PDF, JPG). P4. Create 2D Objects with given measurements P5. Edit 2D Objects to meet set standards
2. **Prepare Final Set of 2D Drawings**	P1. Use appropriate command and tools to develop 2D Drawing P2. Develop 2D Drawing with given project specifications and measurements P3. Create title block layout as required P4. Plot drawing on scale according to required size and orientation

Knowledge & Understanding

This competency standard will provide knowledge related to:

- **Basic Drawing Settings**
  - Unit setting
  - Limits setting
  - User coordinate system
  - Workspace setting
  - Object Snap Settings

- **Basic Commands and Concepts**
  - Angles and lines in AutoCAD
  - Differentiate between absolute, relative and polar system
  - DIMSTYLE and MTEXT commands
  - HATCHING concepts in AutoCAD
  - Differentiate between CHAMFER and FILLET command
  - Types of Array
  - OFFSET, CIRCLE and ROTATE short commands
  - Zooming options
  - Tools palettes window
  - Design center
  - Scale and paper sizes
  - Modify dimension style and text size according to paper size
  - Backup file

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create 2D Drawings including Plan, working plan, section, elevation, legend, schedule, areas & measurements according to specific technologies

061100490 Develop 3D Model Using AutoCAD

Overview

This competency standard is designed to provide skills and knowledge to create 3-Dimensional Models by using various tools and commands in AutoCAD software. You can demonstrate your skills to modify 3D objects and models to ensure job requirements. You can present a rendered 3D Model to present final outcomes.

Competency Units	Performance Criteria
1. **Develop 3D Objects**	P1. Setup & save 3D Drawing Interface for required specifications P2. Setup 3D User Interface settings for required specifications P3. Create 3D Objects with given measurements
2. **Manipulate 3D Objects Using 3D Editing Tools**	P1. Modify 3D Objects in line with the requirements P2. Make customized 3D Models according to the requirements of the given job P3. Convert 3D Face Objects into Single Mesh Objects
3. **Render 3D Model**	P1. Apply material to required 3D Model as per given specifications P2. Apply lights to get the requisite scene of required 3D model P3. Assign cameras to execute different views of required 3D Model P4. Render and print the 3D model according to required size and orientation

Knowledge & Understanding

This competency standard will provide knowledge related to:

- 3D Modeling in AutoCAD
  - 3D solids
  - Surfaces
  - Meshes

    - Wireframe Objects
    - Differentiate between Surface Modeling and Solid Modeling
    - 3D Face and Edges
  - Boolean Operation Concepts
    - Subtraction
    - Intersection
    - Union
- 3D Navigate Control
    - Functions of different camera settings
    - Importance of scene creation
    - Preset views such as isometric, top, bottom, front, left, etc.
    - Perspective projection and parallel projection
    - Walk
    - Constrained Orbit
- Material and Light Control
    - Planner mapping
    - Texture map
    - Opacity control
    - Render context
    - Render sampling

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Render 3D prototype Model including materials, lights, scene and different camera views

061100491 Develop 3D Model Using SketchUp

Overview

This competency standard is designed to provide drawing and designing tools using SketchUp. You can use this software to work under real-world time constraints. From broadcasters to designers, architects and engineers; virtually every industry uses SketchUp to create prototype models and animate 3D objects and environments.

Competency Units	Performance Criteria
1. **Develop 3D Objects**	P1. Set up template for required specifications P2. Import/create 2D Drawing/Image as per assigned specifications P3. Create 3D Object from 2D Drawing/Image in line with given measurements
2. **Modify 3D Objects**	P1. Navigate 3D Objects as per required job P2. Modify 3D Objects in line with the requirements
3. **Apply Material and Textures on 3D Objects**	P1. Create/assign specified materials and textures to 3D Model P2. Modify materials and textures according to the object size P3. Use appropriate tools and commands for applications of materials and textures on 3D objects P4. Edit materials and textures to get realistic outcome
4. **Render 3D Model**	P1. Install plug-ins to meet specific outcome as per requirement P2. Add scene of 3D Model according to specifications P3. Add lights for illumination to get the requisite scene of 3D Model

P4. Assign cameras to execute different views of 3D Model

P5. Add shadows and realistic effects to get different rendered views

P6. Add Render Components to make scene more realistic

P7. Render 3D Model according to required image size or resolution & orientation

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Knowledge & Understanding

This competency standard will provide knowledge related to:

- Templates
  - Simple Template
  - Architectural Design
  - Construction Documentation
  - Urban Planning
  - 3D Printing
- Basic Commands and Concepts
  - Axes in SketchUp
  - Short commands: Line, Rectangle and Circle
  - Push/Pull
  - Short command of Pan and Orbit
  - Protractor Tool and Tape Measure Tool
  - Scaling and Stretching
  - Scale and Paper Sizes
- Different Modeling Techniques
- Different Types of Materials and Textures
- Shadow and Fog Views
- Principles of Lighting and Rendering
- Two-Point Perspective

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Render 3D Prototype Model including materials, textures, lights, scene and different camera views

061100492 Develop 3D Model using Autodesk REVIT

Overview

This competency standard is developed to provide skills and knowledge to use Autodesk REVIT for building information modeling which is widely used by architects, structural engineers, MEP engineers, designers and contractors. This software application allows you to design a building, structure and various related components in 3D, annotate the model with drafting elements.

Competency Units	Performance Criteria
1. **Setup Interface**	P1. Create custom user interface as per requirement of specific technology P2. Create and apply Families for given specifications and requirements P3. Use appropriate commands and tools to perform required job
2. **Create Building Layout**	P1. Create/import drawings to make layout according to the given requirements P2. Use appropriate commands and tools to create building layouts P3. Modify drawings and objects to meet given criteria P4. Create 3D Prototype Model of the drawing according to given measurements
3. **Create Construction Document**	P1. Create specifications/details for various parts according to given requirements P2. Apply specified detail to objects according to given requirements P3. Annotate the drawings using set parameters as per given details
4. **Render Model**	P1. Add scene of 3D Model according to specifications

P2. Add lights for illumination to get the requisite scene of 3D model

P3. Assign cameras to execute different views of 3D Model

P4. Render the 3D model according to required image size or resolution & orientation

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Knowledge & Understanding

This competency standard will provide knowledge related to:

- Terms and Concepts
    - Level
    - Snaps and Guides
    - Level Constraint
    - Families
    - Annotation Families
    - Schedules
    - Sheets
    - ViewCube
    - Tiled Views
- Different layouts of software for specific field
- Commands and Tools
    - Pick Tools (Walls, Lines, Edges)
    - Chain Option
- Annotation and Detailing
- Massing and Site
- Import/Export
- Principles of Lighting and Rendering
- Materials, Textures and Colours
- Cameras and Navigation of 3D Environment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Construction documents
- Render 3D Prototype Model

061100493 Develop 3D Model Using Autodesk 3D Studio Max

Overview

This competency standard is designed to provide a comprehensive 3ds Max Modeling and Rendering solution to interior designers, architects and engineers (electrical/mechanical/civil). You can cover the interface and proper workflow for setting up 3ds Max projects with cameras, lighting, and rendering. You can handle more complex scenarios and techniques which are found in 3ds Max.

Competency Units	Performance Criteria
1. **Create Objects Using Geometry and Shapes**	P1. Create/import/link/fetch/merge 2D Drawing to make 3D Objects according to given specifications P2. Use Geometry & Shapes to make 3D Objects according to given specifications
2. **Modify Objects**	P1. Modify Parameters of 3D Objects according to given specifications P2. Apply modifiers for object manipulation to meet the specific requirements
3. **Apply Material and Textures to Objects**	P1. Create/assign specified materials and textures to 3D Model P2. Edit materials and textures to get realistic outcome
4. **Render 3D Model**	P1. Assign/Install Render to meet specific outcome as per requirements P2. Add scene of 3D Model according to specifications P3. Add lights for illumination to get the requisite scene of 3D Model P4. Assign cameras to execute different views of 3D Model

P5. Render the 3D Model according to required image size or resolution & orientation

Knowledge & Understanding

This competency standard will provide knowledge related to:

- 3D Prototype Models for presentations
- Principles of Lighting and Rendering
- Modeling Techniques
- Materials, Textures and Colours
- Reflection and Refraction
- Cameras and Navigation of 3D environment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Render 3D Prototype Model including materials, textures, colours, viewports, lights, scene and different camera views

Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
B1. Communicate face-to-face with customers.	**You must be able to:** P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service environment through verbal and non-verbal	**You must be able to:** K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key elements of the communication process.

	interaction according to company policy and procedures. P4. Use questioning and active listening to determine customer needs. P5. Use positive and inclusive language. P6. Recognize personal factors impact on customer service delivery	K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations. K6. Explain how 'body language' impacts on the communication process.
B2. Use technology to communicate with customers.	**You must be able to:** P1. Answer telephone according to the company procedures. P2. Questioning and active listening to identify caller and establish and confirm requirements. P3. Use telephone system functions according to instructions. P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures. P5. Record and promptly pass on messages or information. P6. Inform customer of any problems and relevant action being taken. P7. Perform follow-up action as necessary.	**You must be able to:** K1. Identify the recognized principles of communicating electronically, by telephone and in writing. K2. Describe the different methods of collecting customer feedback on telephone. K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service. K4. Describe how technology can affect and enhance the service delivery process.
B3. Communicate with customers and colleagues from diverse backgrounds.	**You must be able to:** P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity. P2. Consider cultural differences in verbal and non-verbal communication. P3. Use gestures or simple words to communicate where language barriers exist.	**You must be able to:** K1. Identify the barriers to effective communication that can arise and how best to deal with these. K2. Identify and explain when it is necessary to seek advice or assistance from colleagues and when to take own initiative. K3. Describe different types of

	P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.	dealings techniques with different types of behaviors
B4. Work in a team.	**You must be able to:** P1. Display a courteous and helpful manner at all times. P2. Complete allocated tasks willingly, according to set timeframes. P3. Actively seek or provide assistance by approaching other team members when difficulties arise. P4. Identify and use lines of communication with supervisors and peers according to company policy. P5. Encourage, acknowledge and act upon constructive feed-back provided by other team members. P6. Use questioning to minimise misunderstandings. P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication. P8. Participate in team problem solving. P9. Interpret organization's goals and objectives and translate them into individual targets P10. Prepare plan of action to achieve individual as well as team goals	**You must be able to:** K1. Define team work. K2. Explain the importance of team work. K3. Define company goals and objectives as well as SOPs of the company K4. Explain different concepts and techniques of problem solving K5. Describe systematic decision making process K6. Describe characteristics of a successful teamwork experience.
B5. Ask appropriate probing / questioning from customers	**You must be able to:** P1. Use different types of questions when appropriate. P2. Allow the other person to answer freely. P3. Collect facts, information and data about the other person's situation.	**You must be able to:** K1. Explain: • Open-ended questions • Close-ended questions • High gain questions • Mirror questions • Probing questions • Situation questions

	P4. Focus on the necessary information (information that links directly to product or service)	
B6. Provide continuous feed-back	**You must be able to:** P1. Give and receive feed-back with customers. P2. Apply appropriate body language and read customers body language. P3. Give and receive feed-back with internal departments. P4. Design a communication system / process and share information. P5. Gain commitment from others to work together in the interest of the customers. P6. Conduct meetings. P7. Utilize the feed-back to identify opportunities for product / service improvement.	**You must be able to:** K1. Explain how to use customer feed-back to improve your business K2. Define importance of body language. K3. Explain communication ethics. K4. Define organizational Jargon.

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
F1. Work within organizational requirements.	**You must be able to:** P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary. P2. Interpret staff rosters and provide sufficient notice of unavailability	**You must be able to:** K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment. K2. Differentiate between employer and employee responsibilities. K3. Explain different relevant legislation and statutory requirements.

	for rostered hours according to workplace policy and procedures. P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities. P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture. P5. Identify roles and responsibilities of colleagues and immediate supervisors. P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels. P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.	
F2.Support the work team.	**You must be able to:** P1. Display courteous and helpful behaviour at all times. P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes. P3. Complete allocated tasks as required. P4. Seek assistance when	**You must be able to:** K1. Explain the importance of team work K2. Define workplace relations K3. Explain workplace policies, plans and procedures, including: • Dealing with grievances • Discriminatory behavior • Equal opportunity issues. • Staff rosters and notification of shift • Availability or non-attendance

	difficulties arise. P5. Use questioning techniques to clarify instructions or responsibilities. P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.	• Providing customer service to colleagues and customers.
F3. Maintain personal presentation.	**You must be able to:** P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. P2. Follow personal hygiene procedures according to organisational policy and relevant legislation.	**You must be able to:** K1. Explain hygiene and personal presentation K2. Explain the importance of workplace ethics
F4. Develop effective work habits.	**You must be able to:** P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. P2. Ask questions to seek and clarify workplace information. P3. Plan and organise daily work routine within the scope of the job role. P4. Prioritise and complete tasks accordin g to required timeframes. P5. Identify work and personal priorities and achieve a balance between competing priorities	**You must be able to:** K1. Explain staff counseling and disciplinary procedures K2. Describe workplace organizational structure.

F5. Portray ethical behavior	**You must be able to:** P1. Follow ethical code of conduct. P2. Understand your costumer's code of ethics. P3. Declare conflict of interest. P4. Maintain confidentiality. P5. Honour your commitments (timeframe, deliverables etc.) P6. Use internet for business only on company time.	**You must be able to:** K1. Explain the importance of ethical behavior. K2. Explain the importance of commitment in sales and customer services.
F6. Acquire up to date product / service knowledge	**You must be able to:** P1. Gather information about your product / services. P2. Identify the components of your product and services. P3. Recognize the essential selling features of your products and services. P4. Translate all essential features of your product and services. P5. Analyze product success. P6. Identify your market position. P7. Familiar with all product promotions, sales manuals and product literature. P8. Keep information of latest technology advances and seek ways to use these technologies in your work.	**You must be able to:** K1. Explain: • Price per product. • Profit per product / service. • Price flection • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
G1. Create a personal vision / mission	**You must be able to:** P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long term goals. P5. Translate the vision into	**You must be able to:** K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission.

	actionable steps. P6. Integrate the vision into daily practice. P7. Recount frequently with your vision and change accordingly.	
G2. Manage your attitude.	**You must be able to:** P1. Challenge yourself, break old habits, and move out of your comfort zone. P2. Practice innovative techniques for out of the box creative thinking. P3. Seek out support and feedback from others on the team, in the organization / community etc. P4. Identify daily, weekly accomplishments. P5. Read inspirational material, audiotapes etc.	**You must be able to:** K1. Explain the importance of personal and professional motivation K2. Identify your positive attitude. K3. Explain the advantages of innovative ideas and techniques during job.
G3. Practice self-discipline	**You must be able to:** P1. Accountable for your performance. P2. Identify what you need to do to be successful. P3. Communicate your priorities to others. P4. Make and honour appointments with yourself and others. P5. Practice relaxation and energizing techniques.	**You must be able to:** K1. Explain the importance of communication. K2. Explain the advantages of self-discipline.
G4. Manage time	**You must be able to:** P1. Isolate key success activities and prioritize them. P2. Breakdown large tasks down into manageable action steps (set time frame). P3. Create or adopt action plans and follow it. P4. Set aside appropriate blocks of time for goal-related activities.	**You must be able to:** K1. Explain the importance of time management to achieve different tasks.

	P5. Make the best possible use of support people / recourses to accomplish tasks.	
G5.Manage your professional development	**You must be able to:** P1. Take inventory of your personal interests, abilities, skills, knowledge etc. P2. Identify and prioritize the strengths and gaps. P3. Use available assessment tools. P4. Create a personal growth strategy / career path. P5. Set personal goals and timeframe for achieving them. P6. Learn from your mistakes.	**You must be able to:** K1. Explain the importance and need of professional development.
G6.Participate in trainings and performance review	**You must be able to:** P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management P2. Demonstrate to-do attitude in profession P3. Demonstrate understanding of skills requirements P4. Use the competences acquired in trainings	**You must be able to:** K1. Define concept about performance standards. K2. Explain policies, procedures and regulations regarding human resources of the organization. K3. Explain self-planning and management techniques K4. Define goals and strategies of self- development. K5. Explain relevant knowledge about training / job requirements

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
H1.Interpret health and safety regulations, standards and guidelines of an organization.	**You must be able to:** P1. Identify, understand and apply health and safety regulations at workplace P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response P3. Participate in quality enhancement of products or services of the	**You must be able to:** K1. Explain concepts and principles of health, safety, quality and environment regulations. K2. Define types of risk of injuring and equipment damages. K3. Describe types of risk and injury at workplace. K4. Explain the procedure of dealing with risk and injury situation.

	organization P4. Comply with quality and safety standards effectively P5. Handle toxic and hazardous material and product with caution P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries	K5. Explain health and safety policies and guidelines of the organization. K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.
H2. Apply basic safety procedures.	**You must be able to:** P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace. P2. Identify and report unsafe work practices , including faulty plant and equipment according to company policy and procedures P3. Manage dangerous goods and substances according to company policy and relevant legislation. P4. Identify potential manual handling risks and manage manual handling tasks according to company policy. P5. Report work-related incidents and accidents to designated personnel. P6. Participate in consultative processes and procedures for WHS.	**You must be able to:** K1. Explain appropriate use of personal protective clothing. K2. Explain the procedure to eliminating hazards. K3. Explain first aid procedures.

H3. Apply basic emergency procedures.	**You must be able to:** P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation. P2. Identify designated personnel responsible for first aid and evacuation procedures. P3. .Accurately identifies safety alarms.	**You must be able to:** K1. Define fire, chemical and electrical hazards K2. Explain slip, trips and falls K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste. K4. Define communication and consultation processes. K5. Explain manual handling procedures.

List of Tools and Equipment

Sr.No.	Description
1.	PCs/Laptops
2.	Multimedia Projector
3.	Microsoft Office (Word, Power Point and Excel)
4.	AutoCAD
5.	3D Studio Max
6.	SketchUp
7.	REVIT
8.	VRay
9.	IRender
10.	Computer System
11.	Scanner
12.	Printer/Plotter
13.	USB sticks
14.	Internet Connection (Wi-Fi)
15.	White Board
16.	White Board markers/erasers
17.	Printing Papers
18.	Tracing Sheets
19.	Pens/Pencils
20.	Scissors/Cutter
21.	Note Books
22.	Codes of Conduct
23.	NVQF/Policy Documentation
24.	Learning Platforms (online)

National Vocational and Technical Training Commission (NAVTTC)

Plot 38, Kirthar Road, Sector H-9/4, Islamabad, Pakistan
+92 51 9044 322
+92 51 9044 322
info@navttc.org
www.navttc.org