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| --- | --- | --- | --- | --- | --- |
| NVQF Level | Code | Name of Competency | Category | Level | Credit |
| Level-1 | 000000001 | Comply Work Health and Safety Policies / Procedures | Generic | 1 | 3 |
| 000000002 | Obey the Workplace Policies and Procedures | Generic | 1 | 2 |
| 000000003 | Follow Basic Communication Skills (General) | Generic | 1 | 5 |
| 000000004 | Operate Computer Functions (General) | Generic | 1 | 5 |
| Total |  |  |  |  | 15 |
|  |  |  |  |  | **150 Hours** |

# 000000001 Comply Work Health and Safety Policies/Procedures

**Overview:** This unit describes the performance outcomes, skills and knowledge required to apply general work health and safety requirements in the workplace. Communicate work and health safety assess at work place and minimize risk and hazards for personal and public work place. It describes generic work health and safety responsibilities applicable to employees without managerial or supervisory responsibilities.

| **Competency Units** | **Performance Criteria** |
| --- | --- |
| 1. **Work safely at work place**
 | 1. Identify relevant organizational safety policies and procedures
2. Categorize tools and equipment as per requirements
3. Maintain tools and equipment
4. Follow established safety procedures during work activities
5. Identify existing or potential safety issues to designated persons
6. Report work-related incidents and accidents to supervisor
7. Take necessary measures to minimizing risks
 |
| 1. **Communicate work health and safety (WHS) assess at work place**
 | 1. Raise work health and safety issues with supervisor.
2. Contribute to workplace meetings and other consultative processes for work health and safety management at the workplace
3. Make suggestions for improving work health and safety practices
 |
| 1. **Minimize risks to personal safety at work place**
 | 1. Identify situations that may endanger the personal safety
2. Document the incident regarding personal safety at work place
3. Eliminate workplace hazards regarding personal safety
4. Identify damaged items and equipment for personal safety
5. Notify supervisor regarding damaged items and equipment for personal safety
 |
| 1. **Minimize risks to public safety**
 | 1. Identify situations that may endanger the public safety
2. Document the incident at work sites
3. Eliminate workplace hazards at work sites
4. Identify damaged items and equipment related to public safety
5. Notify Situation that may endanger situation for safety measures.
 |

**Knowledge and Understanding**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

1. Rights and responsibilities of employers and employees
2. Consultative processes to manage and monitor health and safety issues to enable active participation in maintaining a safe workplace
3. State potential hazards in the workplace
4. State commonly used hazard signs and safety symbols

**Critical Evidence(s) Required**

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

Identify health and safety policies to maintain and avoid any unwanted incident.

# 000000002 Obey the Workplace Policies and Procedures

**Overview:** This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

|  |  |
| --- | --- |
| **Competency Units** | **Performance Criteria** |
| 1. **Obey the workplace personal appearance and hygiene**
 | 1. Wear suitable clothes for the workplace and respect local and cultural contexts
2. Meet specific company dress code requirements
 |
| 1. **Follow work ethics**
 | 1. Follow company value/ ethics code/ conduct policies and guidelines
2. Use company resources in accordance with company ethical standards
3. Conduct personal behavior and relationships in accord with company policy & procedures
4. Demonstrate ethical behavior with co-workers
5. Report work incident situations or resolve accordingly
 |
| 1. **Demonstrate the Work place behaviors**
 | 1. Practice the positive behavior
2. Avoid arguing
3. Adopt flexibility in behavior to accept the resistance
 |
| 1. **Communicate workplace policy & procedures**
 | 1. Listen directions carefully
2. Ask relevant questions politely
3. Avoid to use abusive language/ expression
4. Respect co-workers and others
 |
| 1. **Review the implementation of workplace policy & procedures**
 | 1. Ensure proper implementation of policies
2. Enlist the gaps for improvement
3. Follow the feedback, if any
 |

**Knowledge and Understanding**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

1. Rules, regulations and SOPs applicable to the organization
2. Turnaround time to achieve target/goal.
3. Operational hierarchal levels in an organization.

**Critical Evidence(s) Required**

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

Follow work place policy personal appearances adopting company values/ ethics/ codes and broacher policies for ensuring work place SOP's

# 000000003 Follow Basic Communication Skills (General)

**Overview:** After successful completion of this module you will be able to listen attentively, develop non-verbal communication, and identify communication barriers, interview preparation for job and different communication platforms in the workplace and throughout your career.

This unit of competency is designed to manage the workers and other personnel that can help in improving work quality and quantity through basic communication skills

| **Competency Units** | **Performance Criteria** |
| --- | --- |
| 1. **Adopt Effective listening to Skills**
 | 1. Listen attentively to others to improve communication skills
2. Avoid interrupting while listening others
3. Ask questions to ensure understanding
4. Receive and follow instructions as given by supervisor
5. Give the speaker regular feedback to communicate appropriately
 |
| 1. **Develop Non verbal communication with peers**
 | 1. Maintain eye contact to improve communication
2. Use facial expressions and gestures
3. Use Body language to communicate appropriately
4. Participate within Peers
 |
| 1. **Prepare for Interview to get a job**
 | 1. Prepare yourself for interview to employer
2. Follow schedule according to the sequence of interview
3. Use communication techniques used while appearing in interview
4. Provide basic evidence of related skill
5. Respond appropriately to strong client emotional reactions
 |
| 1. **Use communication platform at workplace**
 | 1. Convey message using different communication plate forms
* Face to face
* Video chat
* Phone calls/messages
* Social Media
 |
| 1. **Identify communication barriers to improve interpersonal skills**
 | 1. Identify communication barriers to improve communication skills with each other .i.e.
* Attitudinal barrier
* Physical Barrier
* Long differences
* Conflicting information
* Differing status, position /self-expression
1. Use strategies to overcome these barriers in the client-counsellor relationship
 |

**Knowledge and Understanding**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Minimizing communication barriers
2. Listening, and responding with an open mind in a more effective way.
3. appropriate communication methods.
4. verbal and non-verbal messages appropriately.
5. Confidence building
6. Body language
7. Appropriate Voice tone
8. Interpersonal skills
9. listening Skills

**Critical Evidence(s) Required**

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

* Find a job through social media resources
1. Prepare yourself to appear in interview by following points:
* Effective listening skills
* Body language
* Work in groups of 3-5 members.
1. Think of a situation when you tried to communicate with another person. Or when somebody tried to communicate with you, and it failed.
2. Think about the problems or barriers that interfered with the communication.
* List the reasons for failure identified by your group.
* Non-verbal communication

Have activity cards:

* Worried
* Happy
* Disappointed
* Laughing
* Annoying

Participants to draw one of the activity cards. Without speaking, communicate the feeling or emotion on the card to the rest of the group. Have one participant at time get up in front of the group.

# 000000018 Operate Computer Functions(General)

**Overview:** The competency Standard describe skills and knowledge required to setup a computer system, organize files in folders, and shutdown a computer system.

|  |  |
| --- | --- |
| **Competency Units** | **Performance Criteria** |
| 1. **Set up the computer for use**
 | 1. Identify physical components of computer
2. Identify peripheral devices of the computer
3. Connect all components of computer
4. Follow procedures to turn on the computer system
 |
| 1. **Organize files in folder**
 | 1. Create folders/subfolders with suitable names
2. Save files in relevant folders.
3. Rename and move folders in different drives.
4. Move folders and files using drag and drop techniques
5. Save folders and files on different media
6. Search for folders/subfolders and files using appropriate tool bars
7. Delete Folder files
8. Restore deleted folder files
 |
| 1. **Shut down computer system**
 | 1. Save any work to be retained
2. Close open application programs correctly
3. Shut down computer
4. Switch off any unused peripheral devices
5. Ensure computer safety
 |

**Knowledge and Understanding**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Basic parts of a computer
2. Definition of computer
3. Definition of Drives
4. enlist computer component

**Critical Evidence(s) Required**

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

* Switch on the computer
* Attach Computer component
* Switch on Peripheral devices
* Make a folder in any partition(drive) in hard disk
* Give name to the folder
* Save file in the folder
* delete the folder/File
* Shut down computer

The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments