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| NVQF Level | Code | Name of Competency | Category | Level | Credit |
| 2 | 000000001 | Comply Personal Health and Safety Guidelines | Generic | 2 | 3 |
| 000000002 | Communicate the Workplace Policy and Procedure | Generic | 2 | 2 |
| 000000003 | Perform Basic Communication (Specific) | Generic | 2 | 3 |
| 000000004 | Perform Basic Computer Application (Specific) | Generic | 2 | 4 |

# 000000007MPerform Personal Health and Safety Guidelines

**Overview:** This Competency Standard identifies the competencies required to protect/apply occupational Safety, health and Environment at workplace according to the industry’s approved guidelines, procedures and interpret environmental rules/regulations. Trainee will be expected to identify and use Personal Protective Equipment (PPE) according to the work place requirements. The underpinning knowledge regarding Observe Occupational Safety and Health (OSH) will be sufficient to provide the basis for the job at workplace.

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| **Competency Units** | **Performance Criteria** |
| 1. **Identify Personal Hazards at Workplace** | 1. Identify risk to personal health 2. Identify hygiene and safety at work place 3. Identify processes 4. Identify tools, equipment and consumable materials that have the potential to cause harm 5. Report, identified risk to Health, hygiene and safety to concerned |
| 1. **Apply Personal Protective and Safety Equipment (PPE)** | 1. List the Personal Protective equipment 2. Select personal protective equipment in terms of type and quantity according to work orders. 3. Wear personal protective equipment according to job requirements. 4. Clean personal protective equipment 5. Stored Personal Protective equipments in proper place after use. |
| 1. **Comply Occupational Safety and Health (OSH)** | 1. Maintain cleanliness and hygiene as per organizational policy 2. Comply with Health, hygiene and safety precautions before starting work 3. Comply organizational Health, hygiene and safety guidelines during work 4. Deal with resolvable problems according to prescribed procedures 5. Report un resolvable problems to concerned 6. Place the tools equipment etc at their prescribed place after completion of work |
| 1. **Dispose of hazardous Waste/materials from the designated area.** | 1. Identify hazardous waste materials which needs to be disposed off 2. Segregate hazardous or non-hazardous waste carefully from the designated area as per approved procedure 3. Use proper disposal hazardous containers for dispose-off hazardous waste as per procedure 4. Take necessary precautions like putting masks and gloves while disposing hazardous waste/ materials as per standard operating procedure |

**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. Explain safety rules and regulations of organization
2. List Personal protection and safety Equipment
3. Describe meaning of Safety signs and symbols
4. Demonstrate understanding of safety related Standard Operating Procedure/guidelines
5. Describe waste disposal SOPs
6. Explain best practices relating to clean and safe work environment

**Critical Evidence(s) Required**

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

A person who demonstrates competency in this unit must be able to provide evidence of maintaining personal health and hygiene practices. 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.

# 000000002 Communicate the Workplace Policy and Procedure

**Overview:** This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

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| **Competency Units** | **Performance Criteria** |
| 1. **Identify workplace communication procedures** | 1. Identify organizational communication requirements and workplace procedures with assistance from relevant authority 2. Identify appropriate lines of communication with supervisors and colleagues. 3. Seek advice on the communication method/equipment most appropriate for the task |
| 1. **Communicate at workplace** | 1. Use effective questioning, and active listening and speaking skills to gather and convey information 2. Use appropriate non-verbal behavior at all times 3. Encourage, acknowledge and act upon constructive feedback |
| 1. **Draft Written Information** | 1. Identify and comply with required range of written materials in accordance with organizational policy and procedures 2. Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes. 3. Ensure written information meets required standards of style, format and detail. 4. Seek assistance and/or feedback to aid communication skills development |
| 1. **Review Documents** | 1. Check draft for suitability of tone for audience, purpose, format and communication style 2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content. 3. Check draft for sequencing and structure 4. Check draft to ensure it meets organizational requirements 5. Ensure draft is proofread, where appropriate, by supervisor or colleague |

**Knowledge and Understanding**

1. Key provisions of relevant regulations that may affect aspects of business operations, such as privacy laws
2. Organizational policies, plans and procedures.
3. Barriers to communication
4. Communication model
5. Verbal and written communication techniques

**Critical Evidence(s) Required**

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision. 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.

# 000000014Perform Basic Communication(Specific)

**Overview:** This unit describes the skills and knowledge required to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.

By the end of this program, learners will be able, to communicate more effectively and efficiently by: working in a team, follow supervisor’s instructions and develop generic communication work skills at workplace

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| **Competency Units** | **Performance Criteria** |
| 1. **Communicate in a team to achieve intended outcomes** | 1. Treat team members with respect 2. Maintain positive relationships to achieve common organizational goals 3. Get work related information from team 4. Identify interrelated work activities to avoid confusion 5. Adopt communication skills, which are designed in a team. 6. Identify problems in communication with a team 7. Resolve Communication barrier through discussion and mutual agreement |
| 1. **Follow Supervisor’s instructions as per organizational SOPs** | 1. Receive the instructions from Supervisor 2. Carry out the instructions of the supervisor 3. Report to the supervisor as per organizational SOPs |
| 1. **Develop Generic communication skills at workplace** | 1. Develop basic reading skills 2. Develop Basic writing Skills 3. Develop basic listening skills |

**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 Learn and understand Types of communication
2. Basic Reading Skills
3. Basic Writing skills
4. Basic Verbal communication skills
5. Basic Problem solving skills
6. Basic Self-Management Skills
7. Basic Technology Skills
8. Basic Interview Skills
9. Basic Workplace dress code
10. Basic The role of team members and functionality of the teams

**Critical Evidence(s) Required**

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

* Make a list of appropriate communication skills with colleagues and supervisors

# 000000019Perform Basic Computer Application (Specific)

**Overview:** This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

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| **Competency Units** | **Performance Criteria** |
| 1. **Create Word Documents** | 1. Open word processing application 2. Create a word document 3. Customize page layout with relevant name setting 4. Set up page in a word document 5. Edit word document as required 6. Use simple formatting tools when creating the document 7. Save word document to directory 8. Insert table in a word document 9. Insert appropriate images into document as necessary 10. Insert header/footer in a word document 11. Insert section break in a word document 12. Set style in word document 13. Select basic Print settings 14. Print the document |
| 1. **Use internet for Browsing** | 1. Use search engines to open website 2. Search data on different topics 3. Refine search to increase relevance of information or content 4. Navigate a website to access the information or content required |

**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. Describing formatting styles and their effect on formatting, readability and appearance of documents
2. Outline purpose, use and function of word-processing software.
3. Editing in MS Word
4. Formatting in MS word
5. Use of different search engines
6. Use of different web pages

**Critical Evidence(s) Required**

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

* Identify the components of computer
* Follow organizational ergonomic work health and safety (WHS) requirements and practices
* Create, open and retrieve documents using customized basic settings
* Format documents by creating tables and adding text, objects and images
* Save and prints documents.
* Download data through web browser