



Technical and Vocational Education and Training (TVET) Council



**Occupational Standards
of Competence**

Records Management Level 2

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Qualification Overview
NVQB
in
Records Management
Level 2

NVOB Qualification – Records Management Level 2

Qualification Overview

The NVQB in Records Management is designed to provide training, assessment and recognised certification for persons who are receiving, creating, registering and digitising records. It is designed for training providers and employers who manage records within varying types of business environments which utilise manual, hybrid and electronic records management systems. Employers can use this qualification to support employees in planning their careers and in the development of businesses to maintain suitable employment.

Candidates must be able to manage information, mail and business records inclusive of disposing of records and using digital technologies within the workplace.

Who is this qualification for?

This qualification is aimed at persons who have some experience in records management, possess some level of autonomy and are responsible enough to perform tasks independently and work as part of a team. The competencies are for persons who are likely to be in roles where, for example, their duties include managing and archiving records.

Jobs within the occupational area

Relevant occupations include:

- Clerks
- Secretaries
- Records management officers

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

Where can it be used?

The qualification can be used in both public sector and private industry institutions and organisations where the function of records management is carried out.

A011302 – APPROVED NATIONAL VOCATIONAL QUALIFICATION STRUCTURE
RECORDS MANAGEMENT LEVEL 2

To achieve the full qualification, candidates must complete **all FIFTEEN** (15) mandatory units.

<u>MANDATORY UNITS (ALL MUST BE COMPLETED)</u>	<u>CODE</u>
1. Plan and organise work	UA11302
1.1 Identify work requirements	
1.2 Plan processes to complete work	
1.3 Select tools and equipment	
1.4 Demonstrate safe and efficient sequence of work	
1.5 Report outcomes	
1.6 Clean up	
2. Communicate with customers and others	U49003
2.1 Relay information to customers and others	
2.2 Respond to customers and others	
3. Deliver reliable customer service	U12902
3.1 Prepare to deal with customers	
3.2 Give consistent service to customers	
3.3 Check customer service delivery	
4. Manage yourself	U82403
4.1 Develop knowledge and skills	
4.2 Develop knowledge of work role	
4.3 Manage own time	
4.4 Review own performance	
5. Contribute to protecting the environment	U68402
5.1 Work in an environmentally conscious way	
5.2 Contribute to continuous improvements in protecting the environment	
6. Identify records	UA47203
6.1 Classify records	
6.2 Establish records classification scheme	
6.3 Store and document records	

MANDATORY UNITS (ALL MUST BE COMPLETED)

CODE

- 7. Comply with records programme and business continuity plan** **UA47303**
- 7.1 Establish records programme and procedures
 - 7.2 Follow a records programme
- 8. Plan for and conduct inventory of records** **UA47403**
- 8.1 Prepare for inventory of business records
 - 8.2 Conduct inventory of business records
- 9. Manage business records** **UA47503**
- 9.1 Register records
 - 9.2 Classify records
 - 9.3 Organise records
 - 9.4 Track records
- 10. Organise business information** **UA47603**
- 10.1 Collate and verify information
 - 10.2 Establish and maintain information systems
 - 10.3 Review information needs
- 11. Manage mail** **UA47703**
- 11.1 Receive and dispatch incoming mail
 - 11.2 Receive and dispatch outgoing mail
 - 11.3 Digitise incoming mail
 - 11.4 Retrieve mail
- 12. Dispose of business records** **UA47803**
- 12.1 Conduct a records survey
 - 12.2 Establish retention periods of business records
 - 12.3 Schedule records for disposition
 - 12.4 Discard records
 - 12.5 Maintain control of records
- 13. Use business equipment** **UA47903**
- 13.1 Select equipment for use
 - 13.2 Operate equipment
 - 13.3 Maintain office equipment

MANDATORY UNITS (ALL MUST BE COMPLETED)

CODE

14. Use digital technology

UA48003

- 14.1 Review existing digital technology
- 14.2 Identify opportunities to implement digital technologies for collaboration
- 14.3 Contribute to the implementation and use of digital technologies

15. Contribute to the coordination of data management

UA48103

- 15.1 Identify the data management needs of the organisation
- 15.2 Participate in coordinating data management within the organisation
- 15.3 Review the data management needs of the organisation

UA11302

Plan and organise work

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to effectively plan and organise work assignments and applies to all individuals.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | |
|--|--|
| 1. Identify work requirements | 1.1 Follow and adhere to instructions for work schedule, performance and quality assurance requirements and clarify where necessary. |
| | 1.2 Obtain and confirm understanding of the relevant specifications for activity outcomes and clarify where necessary. |
| 2. Plan processes to complete work | 2.1 Identify tasks according to objectives, performance requirements and specifications. |
| | 2.2 Identify, prioritise and sequence tasks to achieve the effective completion of work according to organisational policy. |
| 3. Select tools and equipment | 3.1 Identify and wear personal protective equipment to suit job requirements. |
| | 3.2 Identify and select appropriate tools and equipment for the required task. |
| 4. Demonstrate safe and efficient sequence of work | 4.1 Provide services in a logical and efficient sequence according to organisational procedures. |
| | 4.2 Store tools, supplies and equipment when not in immediate use according to organisational policies. |
| 5. Report outcomes | 5.1 Communicate with appropriate persons on the completion of activities according to organisational procedures. |
| | 5.2 Enter relevant customer details on database according to organisational procedures. |

- 6. Clean up
 - 6.1 Store unused materials in the appropriate area according to organisational safety procedures.
 - 6.2 Remove empty containers and waste materials from the service area according to organisational policies and procedures.
 - 6.3 Confirm that the service area is left clean, safe and secure on completion of work according to organisational health and safety requirements.
 - 6.4 Clean, maintain and store tools and equipment according to manufacturer's recommendations and organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. Personal protective equipment may include but are not limited to:

- Hands
- Face
- Body
- Head

2. Appropriate persons may include but are not limited to:

- Supervisor
- Customer
- Colleague

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the organisational policies and procedures with regard to planning and organising allocated duties.
2. How to follow and adhere to instructions for work schedules, performance and quality assurance requirements and when to clarify.
3. Why it is important to obtain and confirm understanding of the relevant specifications for activity outcomes and how and when to clarify.
4. How to identify tasks according to objectives, performance requirements and specifications.
5. How to identify, prioritise and sequence tasks to achieve the effective completion of work according to organisational policy
6. How to identify and correctly wear personal protective equipment to suit job requirements.
7. What are the organisational and equipment safety requirements.
8. How to identify and select appropriate tools and equipment for the required service/task.
9. What are the materials and equipment appropriate to the task.
10. Why it is important to follow and adhere to instructions for work schedule, performance and quality assurance requirements.
11. How to follow routine instructions, perform tasks according to organisational procedures.
12. How to provide services safely in a logical and efficient sequence according to organisational procedures.
13. How to store tools, supplies and equipment safely when not in immediate use according to organisational policy.
14. How to report to appropriate persons on the completion of activities according to organisational procedures.
15. How to enter relevant client details on database according to organisational procedures.
16. How to store unused materials safely in an appropriate area according to organisational safety procedures.
17. How to remove empty containers and waste materials from the service area according to organisational policies and procedures.
18. Why it is important to leave the service area clean, safe and secure on completion of work according to organisational health and safety requirements.
19. Why it is important to clean, maintain and store tools and equipment according to manufacturer's recommendations and organisational procedures and how to do so.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** of the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

U49003 Communicate with customers and others

Unit Descriptor:

This unit describes the knowledge, skills and attitudes required to effectively communicate with other persons encountered while working.

Clear communication is important to pass on all necessary information and make sure health and safety information and workplace procedures are understood.

ELEMENT	PERFORMANCE CRITERIA
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Candidates must be able to:

- | | |
|--|---|
| 1. Relay information to customers and others | 1.1 Adhere to organisational standards of dress and deportment.

1.2 Obtain relevant and current information for working in an effective manner.

1.3 Communicate with colleagues and other personnel using appropriate communication strategies.

1.4 Communicate information in a systematic and structured manner. |
| 2. Respond to customers and others | 2.1 Answer customers' questions and comments in a positive manner.

2.2 Acknowledge and respond to communication according to organisational requirements.

2.3 Question persons to confirm that the information received is understood.

2.4 Record information in an appropriate manner in accordance with organisational procedures.

2.5 Present accurate and current information in a clear and concise manner to relevant persons.

2.6 Take corrective action when there are difficulties in relaying information. |

- 2.7 Report **faults** with **communication equipment** to appropriate persons.
- 2.8 Acknowledge and respond to customers' needs and attitudes.

RANGE STATEMENT

All range statements must be assessed:

1. **Customers** may include but are not limited to:
 - Internal (colleagues, supervisors, etc.)
 - External (other organisations, business places, the public)
2. **Communication** may include is not limited to:
 - Telephone calls
 - Emails/Internet
 - Faxes
 - Letters
 - Social media
 - Face-to-face/verbal
3. **Faults** may include but are not limited to:
 - Electronic
 - Mechanical
 - Physical
4. **Communication equipment** may include but is not limited to:
 - Telephones (fixed line, mobile)
 - Computer equipment
 - Smart phones, tablets
 - Faxes

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the reasons for communicating with others.
2. What are the organisational procedures for personal appearance and behaviour.
3. How does your own behaviour and attitude reflect on the workplace and organisation.
4. Why it is important to create a positive impression.
5. How to obtain work instructions and verify that the work instructions are up-to-date.
6. What is the reason for checking that the information is correctly understood.
7. What are the different forms of communication available and how they are used.
8. How to use appropriate strategies to communicate with colleagues and other personnel.
9. Why it is important to communicate clearly and provide necessary information.
10. How to communicate information clearly and systematically.
11. Why it is important to respond positively to questions and queries from customers.
12. How to respond to customers' questions and queries courteously, promptly and in a positive manner
13. What are the organisational procedures for acknowledging and responding to incoming information.
14. How to use effective questioning techniques to ensure information is understood.
15. What are the organisational and workplace procedures for recording information.
16. What is the correct process for transferring information.
17. How to ensure that the correct or authorised person receives the information.
18. How to identify problems in the relaying of information.
19. What are the corrective measures or actions taken to rectify problems in relaying information and how these should be applied.
20. What is the procedure for reporting faults with communication equipment.
21. How to identify customer needs and attitudes.
22. How to respond correctly to customers' needs and attitudes.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** the elements, meeting **all** of the performance criteria, range and underpinning knowledge, **on more than one (1) occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Witness testimony
- Personal statement
- Written evidence (projects or assignments)
- Case study and scenario analysis
- Role play/simulation

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is, the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, products and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used** except in exceptional circumstances where natural work evidence is unlikely to occur.

U12902

Deliver reliable customer service

Unit Descriptor:

This unit is all about how you deliver consistent reliable service to customers as part of your job. As well as being good with people, you need to work with your organisation's service systems to meet and wherever possible, exceed customer expectations. In your job there will be many examples of how you combine your approach and behaviour with your organisation's systems to ensure that you:

- are prepared for each transaction
- deal with different types of customers under different circumstances
- check that what you have done has been effective.

When you have completed this unit you will have shown that you can deliver excellent customer service over and over again.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | |
|---|--|
| 1. Prepare to deal with customers | 1.1 Keep knowledge of products or services offered by the organisation up-to-date using information from colleagues and organisational literature.

1.2 Confirm that equipment used is in good and safe working order.

1.3 Confirm that the work area is tidy and the space used in an efficient manner.

1.4 Arrange required resources to deal with customers before the shift or period of work commences. |
| 2. Give consistent service to customers | 2.1 Make realistic commitments to customers regarding products or services during service delivery.

2.2 Make extra efforts to keep commitments to customers . |

- 2.3 Inform **customers** when commitments cannot be kept due to unforeseen developments.
 - 2.4 Identify when **customer's** needs or expectations have changed and adjust **service** to meet new requirements.
 - 2.5 Refer **customers** to relevant personnel or organisations if unable to deal with their needs and expectations and keep them informed about what is happening.
- 3. Check customer service delivery
 - 3.1 Confirm that the **service** provided meets **customers'** needs and expectations.
 - 3.2 **Identify** where better **service** could have been provided to **customers** and how it could have been improved.
 - 3.3 Share relevant information with others to maintain organisational standards for **service** delivery.

RANGE STATEMENT

All range statements must be assessed:

1. Arrange may include but is not limited to:

- Tools and equipment
- Consumables (wrapping papers, bags etc.)
- Documentation

3. Service may include but is not limited to:

- During busy periods
- During quiet periods
- At times when people, systems or services have failed
- When working with colleagues

2. Customers may include but are not limited to:

- With clearly stated needs
- Who are not clear about their needs and expectations
- Who are unhappy with the level of service being provided

4. Identify may include but is not limited to:

- By inviting feedback from colleagues and managers on your performance
- By asking customers for feedback directly
- By examining written customer feedback

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the customer's rights.
2. What are the specific aspects of:
 - a. health and safety
 - b. data protection
 - c. equal opportunity
 - d. disability discrimination, legislation and regulations that affect the way the products and services you deal with can be delivered to customers
3. What are the industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers
4. What are the contractual agreements, if any, customers have with the organisation.
5. What are the products or services of the organisation relevant to own customer service role.
6. What are the guidelines laid down by the organisation that limit what can be done within own job role.
7. What are the limits of own authority and when to seek agreement with or permission from others.
8. What are the organisational targets relevant to own job and role in meeting them and the implications for the organisation if those targets are not met.
9. What are the organisational procedures and systems for delivering customer service.
10. What are the methods that the organisation uses or might use to measure its effectiveness in delivering customer service.
11. What are the systems in place for checking service delivery.
12. How to communicate in a clear, polite confident way and why this is important.
13. How to deal with persons with diverse backgrounds and abilities (e.g. age, cultural, social and religious backgrounds).

EVIDENCE GUIDE

For assessment purposes:

1. Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** of the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

Candidates must;

- a) consistently follow the steps of preparing, delivering and checking customer service
- b) have worked with different customers with different needs and expectations

Candidates must provide routine delivery of customer service and evidence which relates to:

- a) busy/quiet periods
- b) times when people, systems or resources have failed
- c) working with colleagues

2. Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

3. Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation is not allowed.

U82403

Manage yourself

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to take responsibility for managing self to meet current and future requirements of work and support personal and career development and meet objectives.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | |
|-----------------------------------|--|
| 1. Develop knowledge and skills | 1.1 Identify and demonstrate core knowledge in own area of expertise and requirements of work role according to organisational policies and procedures. |
| | 1.2 Monitor and evaluate trends and developments in own area of expertise and the impact of own role according to organisational policies and procedures. |
| | 1.3 Evaluate current and future requirements of own work role at intervals according to organisational policies and procedures. |
| | 1.4 Identify personal learning styles which work best and take them into account when identifying developmental activities. |
| | 1.5 Identify and address gaps in knowledge, skills and attitudes and current and future requirements of own work role according to organisational policies and procedures. |
| | 1.6 Discuss and agree with relevant personnel, the developmental plans which address gaps in knowledge, skills and attitudes and seek support for personal and career goals according to organisational policies and procedures. |
| 2. Develop knowledge of work role | 2.1 Establish the purpose of the work role and how it contributes to achieving the organisation's vision and mission in accordance with organisational procedures. |

- 2.2 Develop **objectives** which are compatible with own work role and the vision, mission and values of the organisation in accordance with organisational procedures.
 - 2.3 Evaluate and resolve **conflict** with the organisation's vision, mission and values in accordance with organisational procedures.
- 3. Manage own time
 - 3.1 Manage work hours to achieve prioritised **objectives** in accordance with organisational procedures.
 - 3.2 Delegate responsibilities where possible in accordance with organisational procedures.
 - 3.3 Use technology to assist in achieving **objectives** in accordance with organisational procedures.
 - 3.4 Identify and eliminate activities which do not support the achievement of **objectives** in accordance with organisational procedures.
 - 3.5 Identify new opportunities and urgent situations and make appropriate responses in accordance with organisational procedures.
 - 3.6 Manage personal emotions in accordance with organisational policies and procedures.
 - 3.7 Manage relationships with others in ways that assist in achieving **objectives** in accordance with organisational policies and procedures.
- 4. Review own performance
 - 4.1 Evaluate development plans in light of own performance and update developmental activities in a timely manner in accordance with organisational procedures.
 - 4.2 Obtain specific and valid **feedback** on performance from relevant persons in accordance with organisational procedures.

- 4.3 Adjust performance based on **feedback** received, according to organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. Learning styles may include but are not limited to:

- Visual
- Auditory
- Kinaesthetic

2. Objectives may include but are not limited to:

- Work and personal
- Organisational policies and requirements

3. Conflict may include but is not limited to:

- Differences in personalities
- Conflict in assigned tasks
- Value perceptions
- Behaviour

4. Feedback may include but is not limited to:

- Oral
- Written

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the work role and core knowledge requirements in own area of expertise and how to develop these further.
2. What are the principles that underpin professional development.
3. How to evaluate current requirements of a work role and how these may evolve in the future.
4. How to monitor changes, trends and developments.
5. How to evaluate the impact of different factors on own work role.
6. What is the range of different learning styles and how to identify which styles work best for you.
7. How to identify development needs to address any identified gaps between the requirements of own work role and current knowledge, skills and attitudes.
8. What an effective development plan should contain and the length of time that it should cover.
9. What are your own career and personal goals and why it is important to take account of them when planning your professional development.
10. What are the types of developmental activities that can be undertaken to address identified gaps in own knowledge, skills and attitudes.
11. What are the requirements of own work role including the limits of your responsibilities.
12. How to analyse own work role and how it relates to other roles in organisation.
13. How to gather and validate information.
14. Why it is important to recognise and respect the value perceptions of others.
15. How to evaluate the impact of different factors on own role.
16. Why managing resources (particularly knowledge, skills and time) is important.
17. How to set work objectives which are SMART (Specific, Measurable, Achievable, Realistic, Time-bound).
18. How to delegate responsibilities.
19. How to measure progress against work objectives.
20. How to manage personal emotions effectively.
21. How to update development plans in light of own performance, any development activities undertaken and any wider changes.
22. How to evaluate the extent to which development activities have contributed to own performance.
23. How to update work objectives based on performance feedback or changes in organisational priorities
24. How to identify, reflect on and use appropriate sources of feedback on own performance.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

U68402**Contribute to the protection of the environment**

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to conduct work activities in a manner that protects the environment. Candidates should take steps to minimise any negative impact on the environment by completing tasks and activities in a way which causes as little damage or disturbance as possible to the environment while following organisational procedures.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | |
|--|---|
| 1. Work in an environmentally conscious way | 1.1 Perform duties in accordance with relevant policies and legislation .

1.2 Execute duties in a manner which minimises environmental damage .

1.3 Operate and handle equipment and materials in a manner that minimises environmental damage . |
| 2. Contribute to continuous improvements in protecting the environment | 2.1 Identify instances of likely or actual environmental damage and take appropriate action.

2.2 Identify improvements to procedures and practices in terms of good environmental practice and report to relevant persons.

2.3 Dispose of hazardous and non-hazardous waste safely according to approved legislative procedures and practices.

2.4 Contribute to sustainable development particularly in the conservation of energy, water, use of resources and equipment to minimise environmental damage. |

RANGE STATEMENT

All range statements must be assessed:

1. **Relevant policies and legislation** may include but are not limited to:
 - Organisational policies
 - Health and safety at work
 - Environmental legislation
 - Solid waste management policies
 - Recyclable policies
2. **Manner which minimises environmental damage** may include but is not limited to:
 - Using recycled/reused items and materials where appropriate
 - Disposing of polluting substances safely
 - Reducing the volume of waste
 - Using biodegradable and eco-friendly chemicals
 - Planning tasks to reduce the use of fuel and electricity
3. **Equipment and materials** may include but are not limited to:
 - Hand tools
 - Power tools
 - Personal protective equipment
 - Cleaning chemicals
 - Soaps and sanitisers
 - Paper towels
 - Garbage disposal bags
 - Cloths and towels
 - Containers
 - Access equipment
4. **Hazardous waste** may include but are not limited to:
 - Oils
 - Chemicals and solutions
 - Harmful materials (asbestos, fibreglass)
 - Electronic equipment
 - Organic hazards (pest excrement, pest carcasses)
5. **Non-hazardous waste** may include but is not limited to:
 - Food
 - Plant matter
 - paper

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the relevant policies and legislation governing environmental protection.
2. How to recognise any likely or actual environmental damage
3. What are the appropriate actions to take in the discovery of likely or actual environmental damage.
4. What are the ways in which tools and materials should be used in order to minimise environmental damage.
5. What are the different types of pollution.
6. What are the consequences of pollution.
7. How to recognise wastage of energy, water, equipment and materials.
8. What are the methods of working that will minimise pollution and wastage of resources.
9. What are the types of damage which may occur, the impact these can have on the environment and corrective actions to be taken.
10. What are the methods of waste disposal which will minimise the risk to the environment.
11. What are the organisational requirements to prevent wastage.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47203**Identify records**

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to identify vital and non-vital records within the organisation. It also involves the control of such records in a manner which preserves them for future use.

ELEMENT**PERFORMANCE CRITERIA***Candidates must be able to:*

- | | | |
|--|-----|---|
| 1. Classify records | 1.1 | Analyse established organisational criteria for identifying records in conjunction with relevant personnel where necessary and in accordance with organisational policies and procedures. |
| | 1.2 | Consult with relevant personnel to identify records which satisfy the criteria for being classed as vital records . |
| | 1.3 | Establish with relevant personnel , the records which are vital and non-vital in accordance with organisational procedures. |
| | 1.4 | Document individual records as vital or non-vital in accordance with the vital records programme and organisational procedures. |
| 2. Establish records classification scheme | 2.1 | Consult with relevant personnel to establish an appropriate and systematic records classification scheme in accordance with legislative requirements and organisational procedures. |
| | 2.2 | Identify and arrange records into groups based on business function in accordance with organisational procedures. |
| | 2.3 | Divide business function records further into records class and records type in accordance with organisational requirements and procedures. |
| 3. Store and document records | 3.1 | Replicate records as specified by approved records requirements according to records programme and organisational procedures. |

- 3.2 **Store** original and copy of **records** where applicable in designated **storage equipment** and location in accordance with **records** programme and organisational procedures.
- 3.3 **Store** documentation of **records** in an easily accessible and secure location in accordance with organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. Records may include but are not limited to:

- Electronic
- Physical

2. Relevant personnel may include but are not limited to:

- Internal
- External

3. Document may include but is not limited to:

- Electronic
- Physical

4. Store may include but is not limited to:

- On-site
- Off-site

5. Storage equipment may include but is not limited to:

- Electronic
- Physical

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What makes a document a record.
2. What are the organisational policies and procedures for identifying and handling vital and non-vital records.
3. What are the different types of records found within the organisation.
4. What is a records programme and how to comply with it.
5. What is the established organisational criteria for identifying records.
6. What are the legislative requirements for managing records.
7. What records are considered vital and non-vital to an organisation.
8. How to identify vital and non-vital records correctly.
9. How to document records correctly.
10. How to replicate and store records
11. Why it is important to correctly identify, replicate and store records.
12. What type of storage equipment is used for storing records and where to store them.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47303

Comply with records programme and business continuity plan

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to comply with records programme policies and procedures. It covers the establishment of the organisational records programme along with the legislative requirements and national standards for managing records. This unit acknowledges the importance of complying with records programme to ensure regulatory compliance and business continuity.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|---|-----|---|
| 1. Establish records programme and procedures | 1.1 | Confirm with relevant personnel the goals and objectives of the records program in accordance with organisational procedures. |
| | 1.2 | Confirm with relevant personnel , own roles and responsibilities in complying with the records programme in accordance with organisational procedures. |
| | 1.3 | Obtain resources, policies and procedures required for records programme and business continuity plan and review them in accordance with organisational procedures. |
| 2. Follow a records programme | 2.1 | Identify and locate records in accordance with the records plan, legislative requirements and organisational policies and procedures. |
| | 2.2 | Document records in accordance with organisational procedures. |
| | 2.3 | Evaluate records using approved criteria, where necessary, in conjunction with relevant personnel and in accordance with organisational procedures. |
| | 2.4 | Prioritise records for recovery and restoration in accordance with organisational procedures. |

- 2.5 Identify and utilise **protection strategies** for records in accordance with organisational procedures.
- 2.6 Confirm with **relevant personnel, relocation plans** for records in the event of an **emergency** according to organisational procedures.
- 2.7 Consult with **relevant personnel** to recover and restore records needed for business continuity, within own scope of responsibility, in the event of an **emergency** according to organisational procedures.
- 2.8 Adhere to procedures for recovering and restoring records in the event of an **emergency**, within own scope of responsibility, in accordance with organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. Relevant personnel may include but are not limited to:

- Internal
- External

3. Document may include but is not limited to:

- Electronically
- Physically

5. Protection strategies may include but are not limited to:

- Duplication and dispersal
- On-site storage e.g., data back-ups
- Off-site storage e.g., data centre or storage facility, which is fire, flood, theft, power failure resistant

7. Emergency may include but is not limited to:

- Man-made
- Natural disasters e.g., hurricane, floods, earthquake

2. Resources may include but are not limited to:

- Human
- Financial
- Physical

4. Evaluate may include but is not limited to:

- Essentiality
- Classification
- Usability (actual condition of records)
- Retrievability (medium and format)
- Preservation
- Adequacy

6. Relocation plan may include but is not limited to:

- Physical site
- Electronic off-site back-up

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. Which legislation governs management of records, what are the legislative requirements for managing records and how to comply with such laws within the organisation.
2. What is a records programme and how to comply with it.
3. Which policies and procedures are covered within the records programme and how to comply with them.
4. What is a business continuity plan and how to comply with it.
5. Which policies and procedures are covered within the business continuity plan and how to comply with them.
6. What are own roles and responsibilities in complying with the records programme and business continuity plan.
7. Who are relevant personnel with whom to liaise when guidance or approval is required for complying with the records programme and business continuity plan.
8. What resources are required for records programmes and how to acquire such..
9. What are methodologies and strategies are used in identifying records and how to identify records.
10. What are methodologies and strategies used in the evaluation of records and how to evaluate such.
11. What are methodologies and strategies used in prioritising records and how this is done.
12. Why it is important to evaluate records.
13. What are the approved strategies for protecting records and how to do so.
14. Where records are stored and under what conditions.
15. What type of storage equipment and facility is used for protecting records.
16. What constitutes an emergency.
17. How to recover and restore records within the scope of own responsibility in the event of an emergency.
18. Which procedures to follow when recovering and restoring records for business continuity in the event of an emergency.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA4703 Plan for and conduct inventory of business records

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to conduct inventory of business records. It also covers the classification of records and definition of the retention periods for records to establish a records retention schedule.

ELEMENT

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|----|---|-----|--|
| 1. | Prepare for inventory of business records | 1.1 | Obtain support and seek approval from relevant personnel to conduct inventory of business records in accordance with legislative requirements and organisational procedures. |
| | | 1.2 | Survey business records to confirm the resources required for conducting inventory of business records in accordance with organisational procedures. |
| | | 1.3 | Develop an action plan to facilitate the inventory of business records in accordance with organisational procedures. |
| | | 1.4 | Document the location of the records within the organisation in accordance with organisational procedures. |
| 2. | Conduct inventory of business records | 2.1 | Identify and describe records according to organisational procedures. |
| | | 2.2 | Gather and collate information on records in accordance with organisational procedures. |
| | | 2.3 | Verify inventory data collected where necessary with relevant personnel in accordance with organisational procedures. |
| | | 2.4 | Store inventory data in approved format and location for further use in accordance with organisational procedures. |

- 2.5 Analyse inventory data, where necessary, to determine any further **needs** of the organisation in accordance with organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. **Relevant personnel** may include but is not limited to:
 - Management
 - External personnel
2. **Records** may include but are not limited to:
 - Physical
 - Electronic
3. **Resources** may include but are not limited to:
 - Human
 - Financial
 - Physical
4. **Document** may include but is not limited to:
 - Physically
 - Electronically
5. **Location** may include but is not limited to:
 - Physical
 - Electronic
6. **Store** may include but is not limited to:
 - Electronically
 - Physically
7. **Needs** may include but are not limited to:
 - Needs assessment of records
 - Appraisal of records

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the legislative and organisational requirements and procedures for conducting inventory of business records and how to apply them.
2. How to survey business records and identify required resources.
3. How to document the location of records within the organisation.
4. What are the methodologies for gathering and collating information on records and how to apply them.
5. What are storage requirements for inventory data and how to store appropriately.
6. How to analyse and interpret inventory data.
7. How to identify further needs of the organisation after the inventory of records has been completed.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47503

Manage business records

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to manage records received on a daily basis. It covers the registering, classifying, organising and tracking of records in the workplace.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | |
|---------------------|---|
| 1. Register records | 1.1 Receive and register records in business records systems in an appropriate format and in accordance with records system requirements and organisational procedures. |
| | 1.2 Select a unique identifier for records in accordance with functional business classification scheme of the organisation. |
| | 1.3 Adhere to the access and security protocols and procedures for handling of private and confidential records within the organisation. |
| 2. Classify records | 2.1 Apply the functional business classification scheme to classify documented material within the organisation. |
| | 2.2 Select the full classification and coding of the records in accordance with organisational procedures. |
| | 2.3 Select access points for the records systematically in order to retrieve records in accordance with organisational procedures. |
| | 2.4 Identify relevant personnel to whom records are to be forwarded and forward in a timely manner according to organisational procedures. |
| 3. Organise records | 3.1 Receive and sort records where necessary in accordance with organisational procedures. |
| | 3.2 Maintain records where necessary in approved storage locations and storage equipment, according to organisational procedures. |

- 3.3 Locate and move **records** from active to semi-active and inactive storage locations in accordance with records retention schedule.
 - 3.4 Perform a check of **records** to determine if any are to be archived, destroyed or kept for further usage.
 - 4. Track records
 - 4.1 Identify the reference code of **records** to be located from request according to organisational procedures.
 - 4.2 Obtain location of **records** from **records system** in accordance with **records systems** requirements and organisational procedures.
 - 4.3 Obtain the history of **records** location from the **records system** in accordance with **records systems** requirements and organisational procedures.
 - 4.4 Obtain information about **records** from the **records system** in accordance with **records systems** requirements and organisational procedures.
 - 4.5 Update and amend, where necessary, information about the **records** in accordance with organisational procedures.
 - 4.6 Complete all transactions on the **records system** in a timely manner according to organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. **Register** may include but is not limited to:
 - Electronically
 - Manually
2. **Records** may include but are not limited to:
 - Electronic
 - Manual
3. **Records system** may include but is not limited to:
 - Physical
 - Electronic
4. **Format** may include but is not limited to:
 - Text
 - Graphics
 - Audio
 - Film/video
5. **Access** may include but is not limited to:
 - Direct
 - Indirect
6. **Material** may include but is not limited to:
 - Electronic information
 - Physical information
7. **Relevant personnel** may include but are not limited to:
 - Internal
 - External
8. **Maintain** may include but is not limited to:
 - File jackets
 - Copy
 - Size of file
 - Version number

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What legislation governs the creation of records in the workplace.
2. What are the legislative requirements and organisational policies and procedures relating to the creation records in the workplace and how these are applied.
3. What are the main business functions the organisation.
4. What types of records are created and kept by the organisation and how to do so.
5. What is the functional business classification scheme of the organisation.
6. How to create, register, classify, organise and track records within the organisation.
7. What is a records system and how to use it.
8. What is a retention schedule and how to use it.
9. Why it is important to register, classify, organise and track business records according to the business functions.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47603

Organise business information

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to gather and organise workplace information in the context of the organisational information management systems. It includes the maintenance of filing and record systems.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | | |
|----|--|-----|--|
| 1. | Collate and verify information | 1.1 | Participate in information collection and creation process and use appropriate and approved collection and creation methods and resources in accordance with industry best practices. |
| | | 1.2 | Verify with relevant personnel, that information collected and created on products and services held by the organisation are up to date, accurate and relevant. |
| | | 1.3 | Follow established organisational procedures and protocols to ensure information collected and created is accurate and complete. |
| 2. | Establish and maintain information systems | 2.1 | Organise information in a format suitable for analysis, interpretation and dissemination in accordance with organisational procedures. |
| | | 2.2 | Use business equipment and appropriate technology and storage devices to maintain information in accordance with manufacturer instructions and organisational procedures. |
| | | 2.3 | Identify and solve difficulties in organising and accessing information with individuals and team members according to organisational procedures. |
| | | 2.4 | Maintain information and filing systems in accordance with organisational procedures. |

3. Review information needs
 - 3.1 Review **business processes** in consultation with **designated personnel** in accordance with organisational procedures.
 - 3.2 Seek **feedback** from **designated personnel** on the sufficiency of **information** to ensure relevance and authenticity of **information** in accordance with organisational procedures.
 - 3.3 Contribute to the review of **information** and the implementation of appropriate modifications to the **business processes** according to organisational procedures.
 - 3.4 Consult with **designated personnel** to identify future **information** needs and incorporate those needs within modifications to **business processes** according to organisational procedures.
 - 3.5 **Document** overall business improvements seen based on updated modifications implemented in **business processes** according to **information** management systems requirements and organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. Information may include but is not limited to:

- Electronic
- Paper based

3. Methods may include but are not limited to:

- Read and review
- Question and listen
- Observation

5. Equipment may include but is not limited to:

- Manual
- Computerised

7. Communicate may include but is not limited to:

- Electronically
- Verbally

9. Feedback may include but not limited to:

- Collection of information
- Reporting of information
- Distribution of information

10. Business processes may include but not limited to:

2. Resources may include but are not limited to:

- Human
- Time
- Physical
- Financial

4. Format may include but I not limited to:

- Paper-based
- Electronic

6. Technology may include but is not limited to:

- Electronic storage devices
- Software used for information and data

8. Designated personnel may include but are not limited to:

- Internal
- External

- Formal
- Informal

11. Document may include but not limited to:

- Physically
- Electronically

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the organisational policies and procedures relevant to the collection, organisation and distribution of business information and how to apply them.
2. Which legislation is applicable to the management of information in the workplace and how to apply it.
3. What are the record keeping practices and security procedures associated with information management in the workplace.
4. What are the security and confidentiality requirements for handling information in the workplace.
5. What are the legal and ethical obligations relating to workplace information.
6. What types of information are found within the workplace and how to identify them.
7. What are safe record keeping procedures and how to apply them.
8. What are methods for checking the validity of information and its sources.
9. How to interpret and analyse information received.
10. How to check information for clarity, conciseness, accuracy, consistency and conformity to organisational requirements.
11. What is the criteria for establishing and assembling new files and how to do so.
12. What are the manufacturer's instructions for the safe use of business equipment in the workplace and how to operate it when maintaining business information.
13. What are information management and filing systems and how to maintain each.
14. What are the appropriate methodologies for organising and communicating information within your workplace and how to do so.
15. How to solve problems associated with organising and accessing information in the workplace.
16. What are the information collection, reporting and distribution processes within the organisation.
17. How to seek feedback from designated personnel.
18. Why it is important to seek feedback on the relevancy of information from designated personnel.
19. How to identify future information needs and why it is important to identify them.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

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(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47703

Manage mail

Unit Descriptor:

This unit deals with the knowledge skills and attitudes required to process incoming and outgoing mail and dispatch mail using manual, hybrid or electronic systems. It also covers the creation and entering of metadata.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|---------------------------------------|-----|--|
| 1. Receive and dispatch incoming mail | 1.1 | Open and check incoming mail in accordance with organisational policies and procedures. |
| | 1.2 | Identify and distribute urgent and confidential mail to relevant personnel in accordance with organisational procedures. |
| | 1.3 | Sort and dispatch mail , where necessary, to relevant personnel in accordance with organisational requirements. |
| | 1.4 | Record suspicious, missing or damaged items in accordance with organisational procedures. |
| 2. Receive and dispatch outgoing mail | 2.1 | Collect, check and sort outgoing mail to ensure all items are prepared for dispatch in accordance with organisational procedures. |
| | 2.2 | Confirm with relevant personnel the most appropriate delivery method and select and address envelopes where necessary, according to organisational procedures. |
| | 2.3 | Record outgoing mail and process mail for dispatch using approved methodologies for records management system according to organisational procedures. |
| | 2.4 | Dispatch mail using the most appropriate delivery method to meet designated timeline in accordance with organisational procedures. |

3. Digitise incoming mail
 - 3.1 Identify job specifications and requirements for digitising **mail** in accordance with organisational procedures.
 - 3.2 Clean and prepare work surfaces and confirm **mail** is in correct condition to be digitised in accordance with organisational procedures.
 - 3.3 Set up equipment and confirm functionality thereof in accordance with operational requirements and standard operating procedures.
 - 3.4 Scan **mail** to an appropriate format and name the electronic data file in accordance with records management system/programme requirements and organisational procedures.
 - 3.5 Review data file against technical specifications of original **mail** and make any necessary adjustments in accordance with organisational procedures.
 - 3.6 Enter data file in **records management system** according to approved records classification scheme, operational requirements and organisational procedures.
 - 3.7 Add classified **metadata** to data file in **records management system** in accordance with legislative requirements and organisational procedures.
 - 3.8 File, where necessary, and **store metadata** in an appropriate format and storage location in the **records management system** according to approved classification scheme legislative requirements and organisational procedures.
4. Retrieve mail
 - 4.1 Confirm request for retrieval of **mail** with relevant personnel in a timely manner and in accordance with organisational procedures
 - 4.2 Identify **mail** to be retrieved in accordance with organisational procedures.

- 4.3 Access and search **mail** in accordance with organisational procedures.
- 4.4 Deliver **mail** to requester using approved methodologies and in accordance with organisational procedures.
- 4.5 Retrieve paper-based **records** from storage location in accordance with records system requirements, occupational safety and health requirements and organisational procedures.
- 4.6 Return dispatched **mail** where necessary to storage location promptly according to organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. **Incoming** may include but is not limited to:
 - Internal
 - External
2. **Mail** may include but is not limited to:
 - Mail via post or delivery
 - Mail via email
3. **Records management systems** may include but are not limited to:
 - Manual
 - Electronic
4. **Metadata** may include but is not limited to:
 - Descriptive
 - Administrative
 - Preservation
 - Administrative
 - Structural
5. **Delivery method** may include but is not limited to:
 - Electronic
 - Physical
6. **Store** may include but is not limited to:
 - Physical local
 - Electronic location
7. **Retrieve** may include but is not limited to:
 - Physically
 - Using electronic data management systems

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are records, documents, information, mail.
2. What legislation governs the management of mail in the workplace and how to apply it.
3. How to receive and dispatch incoming and outgoing mail.
4. What are the organisational procedures relating to digitisation of mail and how to do so.
5. What equipment is used to digitise mail in the workplace.
6. What are the manufacturer's instructions for digitising equipment and how to apply them.
7. What are the occupational safety and health requirements and procedures for processing and digitising mail.
8. What are records management systems and how to use them.
9. How to create and enter electronic data files.
10. What is metadata.
11. How to create, enter and add metadata.
12. How to retrieve mail.
13. Why it is important to be able to retrieve mail easily and securely.
14. What are the access, security, confidentiality protocols and procedures for retrieving, dispatching and delivering mail.
15. What are the approved formats, technologies and methodologies for extracting, delivering electronic mail.
16. What are the approved procedures for returning mail into their designated storage locations and how to do so.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47803**Dispose of business records**

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to securely and systematically dispose of and destroy records within the workplace. It covers the disposition of active, semi-active, inactive and confidential records and the documentation of such.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | | |
|----|--|-----|--|
| 1. | Conduct a records survey | 1.1 | Inform relevant personnel on the records survey being conducted in accordance with organisational policies and procedures. |
| | | 1.2 | Locate records in a timely manner according to standard operating procedures. |
| | | 1.3 | Check that records found are classified using the approved system according to organisational policies and procedures. |
| | | 1.4 | Document and present records survey outcomes in an appropriate format to relevant personnel in accordance with organisational procedures. |
| 2. | Establish retention periods for business records | 2.1 | Research appropriate retention periods for records in accordance with legislative requirements and organisational procedures. |
| | | 2.2 | Consult with relevant personnel to establish accurate retention periods for records in accordance with legislative requirements and organisational procedures. |
| | | 2.3 | Document an appropriate records retention schedule for organisation in accordance with organisational procedures. |
| 3. | Schedule records for disposition | 3.1 | Identify required resources to dispose of records in accordance with organisational procedures. |

- 3.2 Apply quality control measures to ensure consistency in determining retention periods and disposal status of **records** in accordance with organisational procedures.
 - 3.3 Seek approval and confirm **records** for disposition from **relevant personnel** in accordance with organisational. procedures.
 - 3.4 Schedule the disposal of **records** in accordance with **records** retention schedule and organisational procedures.
4. Discard records
 - 4.1 Schedule the **disposition** of **records** in accordance with approved **Records Retention Schedule**, organisational and legislative procedures.
 - 4.2 Confirm appropriate **disposal methods** for **records** with **relevant personnel** in accordance with organisational and legislative procedures.
 - 4.3 Obtain approval from **relevant personnel** to facilitate the disposal of **records** according to the schedule.
 - 4.4 Follow occupational safety and health procedures for disposition of **records**.
 - 4.5 Move **records** to the designated location to facilitate disposal according to organisational procedures.
 - 4.6 Record chain of command when moving **records** according to organisational procedures.
 - 4.7 Destroy **records** at designated location and **document** the **destruction** process in accordance with organisational procedures.
 - 4.8 Maintain a final **records** transfer listing which confirms **records** transferred to archives according to organisational procedures.

- 4.9 Update documentation of disposed **records** in a timely and accurate manner according to organisational procedures and format.
- 5. Maintain control of records
 - 5.1 Complete disposal documentation in the approved format in accordance with organisational procedures.
 - 5.2 **Prepare records** for transfer in an appropriate **storage medium** for movement in accordance with organisational procedures.
 - 5.3 Retain identifying documentation for transfer of **records** and forward a copy to the recipient in accordance with organisational procedures.
 - 5.4 Record, where appropriate, transit locations for **records** to be moved according to organisational procedures.
 - 5.5 Maintain, where appropriate identifying documentation for **records** to be destroyed according to organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. **Relevant personnel** may include but are not limited to:
 - Management
 - Internal
 - External
2. **Incoming** may include but is not limited to:
 - Internal
 - External
3. **Records** may include but are not limited to:
 - Electronic
 - Physical
4. **Document** may include but is not limited to:
 - Physical
 - Electronic
5. **Resources** may include but are not limited to:
 - Human
 - Financial
 - Physical
6. **Disposal** may include but is not limited to:
 - Transfer (permanent)
 - Archiving
 - Destruction
7. **Disposal methods** may include but are not limited to:
 - Secure
 - Non-secure
8. **Destruction** may include but is not limited to:
 - Shredding
 - Incineration
 - Pulping
9. **Prepare** may include but is not limited to:
 - Pack
 - Label/tag
 - Format
10. **Storage** may include but is not limited to:
 - Electronic
 - Physical
 -
11. **Medium** may include but not limited to:
 - Paper-based
 - Electronic text
 - Audio and video

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the organisational and legislative requirements for the disposal of business records and how to comply with such.
2. What is the purpose of conducting a records survey and how to do so.
3. What are the different types of records found in the organisation.
4. How to establish retention periods for records within the organisation.
5. How to schedule records for disposal.
6. How to identify records in need of disposal.
7. How to prepare records for transfer.
8. How to obtain approval for archiving and destruction of business records and from whom to obtain approval from.
9. What are the occupational safety and health policies and procedures for transferring, archiving and destroying of business records.
10. How, when and which records to archive.
11. Why it is important to archive and destroy records as per approved Retention Records Schedule.
12. What are the approved methodologies for transferring, archiving and destroying of business records.
13. What are the legal consequences for not following legislative protocols for disposal of business records and its impact on the organisation.
14. Who to obtain approval and authorisation from for disposal and destruction of business records.
15. What are the environmentally friendly and sustainable ways of disposing/destroying records.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA47903

Use business equipment

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required for candidates to use business equipment safely. It includes operating the equipment, performing basic maintenance and reporting faults with the equipment.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | |
|------------------------------|--|
| 1. Select equipment for use | 1.1 Identify and source equipment to be used when performing daily tasks. |
| | 1.2 Select equipment and required resources to complete assigned work tasks. |
| | 1.3 Confirm functionality of equipment, with relevant personnel in accordance with standard operating procedures. |
| 2. Operate equipment | 2.1 Use equipment in accordance with occupational safety and health legislation manufacturer's instructions and organisational procedures. |
| | 2.2 Minimise waste generated when using equipment and dispose of waste in accordance with organisational procedures. |
| | 2.3 Confirm that work products meet agreed requirements according to organisational procedures. |
| 3. Maintain office equipment | 3.1 Identify and report faults with equipment to relevant personnel in accordance with organisational procedures. |
| | 3.2 Shut down equipment after use as necessary, in accordance with manufacturer's instructions. |
| | 3.3 Maintain equipment in accordance with manufacturer's specifications and organisational procedures. |

- 3.4 **Document** the maintenance of equipment in accordance with organisational procedures.
- 3.5 Store maintenance records in accordance with organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. **Source** may include but is not limited to:
 - Internal
 - External
2. **Resources** may include but are not limited to:
 - Stock
 - Human resources
3. **Relevant personnel** may include but are not limited to:
 - Internal
 - External
4. **Waste** may include but is not limited to:
 - Hazardous
 - Non-hazardous
5. **Maintain** may include but is not limited to:
 - Clean and sanitise
 - Replacing paper
 - Clearing paper jams
 - Basic repair
 - Service

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What business equipment is used in performing daily work tasks.
2. What are the manufacturer instructions for business equipment found in the workplace.
3. Where to find equipment required for carrying out daily tasks in the workplace.
4. How to operate office equipment.
5. What are common faults and problems associated with equipment used in the workplace and how to solve routine problems associated with business equipment.
6. How to report faults and problems to equipment and to whom they should be reported.
7. How to minimise waste generated from job tasks.
8. What types of waste are generated from equipment used and how to dispose of such waste.
9. What are the legislative and organisational requirements for disposing of waste.
10. What are the organisational procedures for operating and maintaining office equipment.
11. How to maintain office equipment.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA48003**Use digital technology**

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to understand the fundamentals of using digital technology to collaborate in the workplace including working as part of a team. It involves undertaking a basic review of existing digital technology and implementing and using new technology

ELEMENT**PERFORMANCE CRITERIA***Candidates must be able to:*

- | | | |
|---|-----|--|
| 1. Review existing digital technology | 1.1 | Identify the activities and requirements of the workplace in accordance with legislative and organisational procedures. |
| | 1.2 | Identify current digital technology used to collaborate in the workplace according to organisational policy. |
| | 1.3 | Review the performance of current digital technology against organisational strategies and objectives. |
| | 1.4 | Report to relevant personnel , on information collected through the review in accordance with organisational procedures. |
| 2. Identify opportunities to implement digital technology for collaboration | 2.1 | Research and identify available digital technology suitable to organisational functions. |
| | 2.2 | Seek assistance from specialist advisors to confirm most suitable digital technology for the organisation according to overall goals and objectives of the organisational procedures. |
| | 2.3 | Compare existing work processes against available digital technology in accordance with organisational procedures. |
| | 2.4 | Identify steps needed to implement digital technology according to organisational procedures. |

- 2.5 Prepare an action plan for implementing new digital solutions which support the organisation and seek approval for implementation from **relevant personnel**.
3. Contribute to the implementation and use of digital technologies
- 3.1 **Communicate** with and promote key features of the action plan to **relevant personnel** in accordance with organisational procedures.
- 3.2 Contribute to the implementation of **digital technology** according to agreed action plan.
- 3.3 Contribute to the organisation of training for **relevant personnel in digital technology** for collaboration in accordance with organisational procedures.
- 3.4 Use **digital technology** whilst performing daily tasks in accordance with organisational procedures.
- 3.5 Support **relevant personnel** with monitoring and evaluating newly implemented **digital technology** according to organisational procedures

RANGE STATEMENT

All range statements must be assessed:

1. Digital technology may include but is not limited to:

- Hardware
- Software systems
- Network systems

2. Relevant personnel may include but are not limited to:

- Internal
- External

3. Communicate may include but is not limited to:

- Verbal
- Non-verbal

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What legislation, organisational policies and procedures affect records management activities within the organisation and how to comply with such.
2. What are the requirements for documenting workplace activities and how to do so correctly.
3. What type of digital technology is used collaboratively within the work environment.
4. How to audit current collaborative ways of working within the organisation.
5. How to conduct research on digital technology and approved methodologies
6. How to identify opportunities for implementing digital technology in the workplace.
7. What is an action plan and how to prepare one for implementing digital technology in the workplace.
8. How to implement digital technology in the workplace.
9. How to communicate effectively in the workplace.
10. How to monitor and evaluate performance of new digital technology implemented in the workplace.
11. How to use digital technology to collaborate in the work environment.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

UA48103

Contribute to the coordination of data management

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required for candidates who are tasked with ensuring information collected, stored and shared is readily accessible and available for use.

ELEMENT**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|--|-----|---|
| 1. Identify the data management needs of the organisation | 1.1 | Identify data within the workplace to be managed in accordance with organisational procedures. |
| | 1.2 | Confirm with relevant personnel that identified data meets all legislative and organisational requirements for efficient management. |
| | 1.3 | Liaise with relevant personnel to ensure that format and methodologies for managing data are sustainable and appropriate. |
| | 1.4 | Access data using approved organisational procedures. |
| 2. Participate in coordinating data management within the organisation | 2.1 | Collaborate with relevant personnel to determine requirements, resources and timelines for the management of data within the organisation. |
| | 2.2 | Manage data using the organisational data management system according to legislative and organisational procedures. |
| | 2.3 | Resolve where possible, within the scope of own responsibility, problems which may occur during the management of data in accordance with organisational procedures. |
| | 2.4 | Prepare data reports using results of the existing data management system in accordance with organisational procedures. |

3. Review the data management needs of the organisation
 - 3.1 Identify and **report to relevant personnel** on **data** management issues according to organisational procedures.
 - 3.2 Collaborate with **relevant personnel** who review **document management systems** to determine the efficiency of the business system.
 - 3.3 Make recommendations on how to better **manage data** according to organisational procedures.
 - 3.4 Document recommendations for improving the efficiency of **document management systems** according to organisational procedures.

RANGE STATEMENT

All range statements must be assessed:

1. **Data** may include but is not limited to:

- Electronic
- Physical

3. **Relevant personnel** may include but are not limited to:

- Internal
- External

5. **Resources** may include but are not limited to:

- Human
- Physical
- Financial

2. **Manage/managed** may include but is not limited to:

- Collect/collected
- Collate/collated
- Store/stored
- Retrieve/retrieved
- Share/shared

4. **Document management systems** may include but are not limited to:

- Manual
- Partially automated
- Automated

6. **Report** may include but is not limited to:

- Verbal
- Non-verbal

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the differences between a document, a record and data.
2. What are the legislative requirements and organisational procedures for managing data in the workplace.
3. What types of data within the workplace has to be managed with document management systems and how to use such in the organisation.
4. What are the formats and methods for managing the types of data found in the organisation.
5. What are the approved organisational methods for securing data.
6. What type of data management system is utilised in the workplace.
7. How to resolve issues associated with document management systems.
8. What data reports are required by the organisation and how to prepare such reports from data management systems.
9. How and with whom to collaborate to determine the efficiency of the data management system.
10. How to make and document recommendations for improving existing data management system.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** of the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not be used**, except in exceptional circumstances where natural work evidence is unlikely to occur.

Assessment methods

The methods which can be used to determine competence in performance and underpinning knowledge.

Assessors

The Assessor's role is to determine whether evidence presented by a candidate for assessment within the programme, meets the required standard of competence in the relevant unit or element. The Assessor needs to be competent to assess to national standards in the area under assessment.

Approved Centre

Organisation/Centre approved by the TVET Council to offer full National Vocational Qualifications.

Case Studies

In situations where it is difficult for workplace assessment to take place, case studies can offer the candidate an opportunity to demonstrate potential competence.

A case study is a description of an actual or imaginary situation presented in some detail. The way the case study is presented will vary depending upon the qualification, but the most usual methods are written, taped or filmed.

The main advantage of a case study is the amount of evidence of underpinning knowledge they can generate and the specific nature of the evidence produced.

Competence

In the context of vocational qualifications, competence means: the ability to carry out prescribed activities to nationally pre-determined standards in an occupation. The definition embraces cognitive, practical and behavioural skills, underpinning knowledge and understanding and the ability to react appropriately in contingency situations.

Element

An element is a description of an activity which a person should be able to do. It is a description of an action, behaviour or outcome which a person should be able to demonstrate.

Explanation of NVQ Levels

NVQs cover five (5) levels of competence, from entry level staff at Level 1 through to senior management at Level 5.

Level 1 - Entry Level

Recognises competence in a range of varied work activities performed in a variety of contexts. Most work activities are simple and routine. Collaboration with others through work groups or teams may often be a requirement. Substantial supervision is required especially during the early months evolving into more autonomy with time.

Level 2 - Skilled Occupations:

Recognises competence in a broad range of diverse work activities performed in a variety of contexts. Some of these may be complex and non-routine and involve some responsibility and autonomy. Collaboration with others through work groups or teams and guidance of others may be required.

Level 3 - Technician and Supervisory Occupations:

Recognises competence in a broad range of complex, technical or professional work activities performed in a wide variety of contexts, with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources are often a requirements. The individual is capable of self-directed application, exhibits problem solving, planning, designing and supervisory capabilities.

Level 4 - Technical Specialist and Middle Management Occupations:

Recognises competence involving the application of a range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts. Requires very substantial personal autonomy and often significant responsibility for the work of others, the allocation of resources, as well as personal accountability for analysis, diagnosis, design, planning, execution and evaluation.

Level 5 - Chartered, Professional and Senior Management Occupations:

Recognises the ability to exercise personal professional responsibility for the design, development or improvement of a product, process, system or service. Recognises technical and management competencies at the highest level and includes those who have occupied positions of the highest responsibility and made outstanding contribution to the promotion and practice of their occupation.

External Verifier

The External Verifier is trained and appointed by the TVET Council and is competent to approve and ensure an approved Centre's quality of provision.

Internal Verifier

The Internal Verifier acts in a supporting role for Assessors to ensure consistent quality of assessment and competence. They need to be competent to assess to national standards in the area under assessment.

NVQ

National Vocational Qualifications (NVQs) are work-based qualifications that assess an individual's competence in a work situation and certify that the individual can perform the work role to the standards expected in employment.

NVQs are based on national occupational standards of competence drawn up by standards-setting bodies known as Industry Lead Bodies. The standards describe the level and breadth of performance that is expected of persons working in the industry or sector which the NVQ covers.

NVQ Coordinator

Within each approved Centre offering NVQs, there is a centre contact who has overall responsibility for the operation and administration of the NVQ system.

Observation

Observation of the candidate carrying out his/her job in the workplace is the assessment method recommended in the vast majority of units and elements. Observation of staff carrying out their duties is something that most supervisors and managers do every day.

Performance criteria

Performance criteria indicate what is required for the successful achievement of an element. They are descriptions of what you would expect to see in competent performance.

Product of Work

This could be items produced during the normal course of work, which can be used for evidence purposes such as reports, menus, promotional literature, training plans, etc.

Questioning

Questioning is one of the most appropriate ways to collect evidence to assess a candidate's underpinning knowledge and understanding.

Questioning can also be used to assess a candidate in those areas of work listed in the range which cannot be assessed by observation. Guidance on when this assessment method can be used is given in the assessment guidance of each individual element.

As an assessment method, questioning ensures you have all of the evidence about a candidate's performance. It also allows you to clarify situations.

Range statements

The range puts the element of competence into context. A range statement is a description of the range of situations to which an element and its performance criteria is intended to apply.

Range statements are prescriptive therefore each category must be assessed.

Role-plays

Role-plays are simulations where the candidate is asked to act out a situation in the way he/she considers “real” people would behave. By using role-play situations to assess a candidate you are able to collect evidence and make a judgment about how the candidate is most likely to perform. This may be necessary if the range specified includes a situation in which the candidate is unlikely to find himself/herself in the normal course of their work, or where the candidate needs to develop competence, before being judged competently, for example, in a disciplinary situation,

Simulations

Where possible, assessment should always be carried out by observing **natural performance** in the workplace. **Simulated performance**, however, can be used where specified to collect evidence about an aspect of the candidate’s work which occurs infrequently or is potentially hazardous; for example, dealing with fires.

By designing the simulated situation, briefing the candidate and observing his/her performance, you will be able to elicit evidence which will help you judge how a candidate is **most likely** to perform in real life.

Supplementary evidence

Supplementary evidence can be used to confirm and support performance evidence. Types of supplementary evidence include witness testimonies, reports, journals or diaries, records of activities, personal statements, simulation (see note in glossary).

Underpinning knowledge

Underpinning knowledge indicates what knowledge is essential for a person to possess to successfully achieve an element and prove total competence.

Units

A unit of competence describes one or more activities which form a significant part of an individual’s work. Units are accredited separately but in combination can make up a vocational qualification. There are three categories of units:

Mandatory units - are core to a qualification and must be completed.

Optional units - candidates must choose the required number of individual units, specified in the qualification structure, to achieve the qualification.

Work-based projects

Work-based projects are a useful way for you to collect evidence to support any decision you make about a candidate's performance. They are particularly appropriate in determining the level of a candidate's underpinning knowledge and understanding where it may be insufficient to rely only on questioning observation.

A project often involves the identification of a solution to a specific problem identified by you and/or the candidate (such as looking at ways to redress a recent drop in sales) or may be a structured programme of work built around a central situation or idea (such as the introduction of a new job rostering process).