



TECHNICAL &
VOCATIONAL
EDUCATION &
TRAINING



National Competency Standard for OFFICE ADMINISTRATION Standard Code: SOC03S14V1

[Endorsed by the MALDIVES QUALIFICATIONS AUTHORITY (MQA)]



Preface

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

SOC03S14V1 is the first version of the NCS for Office Administration, and has been developed and endorsed in the year 2014. This standard includes one Qualification at Level 3 of Maldivian National Qualifications Framework.

Ms Sameera Ali Waheed Director	Ms Aminath Asra Director	Dr. Abdul Hannan Chief Executive Officer
TVET Authority	MQA	MQA

National Competency Standard for Office Administration has been endorsed by

Ms Aminath Asra
Director
MQA

Contact for Comments

Technical and Vocational Education and Training Authority
1st Floor, Velaanaage, Male' | Maldives
Telephone: 3341313, Fax: 3344079
Email: info@tvvet.gov.mv

Date of Endorsement

Key for coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in a industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc
MNQF level of Qualification	L1, L2 etc
Version Number	V1, V2 etc
Year of endorsement of standard, qualification	By two digits Example- 07

Endorsement Application for Qualification 01		
NATIONAL CERTIFICATE III IN OFFICE ADMINISTRATION		
Qualification code: SOC03SQ1L314	Total Number of Credits : 60	
Purpose of the qualification The holders of this qualification are expected to work as an Administrative Assistant, mainly in an office and will be working under the supervision of an Office Administrator		
Regulations for the qualification	National Certificate III in Office Administration will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16	
Schedule of Units		
Unit	Unit Title	Code
1.	Observe personal and work place hygiene practices	SOC03S1U01V1
2.	Practice health, safety and security Practices	SOC03S1U02V1
3.	Provide effective customer care	SOC03S1U03V1
4.	Practice effective workplace communication	SOC03S2U04V1
5.	Perform computer operations	SOC03S2U05V1
6.	Basic Office Information	SOC03S2U06V1
7.	Office Communication	SOC03S2U07V1
8.	Recruitment and Retention	SOC03S2U08V1
9.	Filing System	SOC03S2U09V1
10.	Front Office	SOC03S2U10V1
11.	Meetings and Conference	SOC03S2U11V1
12.	Travel Arrangements	SOC03S2U12V1
13.	Human Resource Development	SOC03S2U13V1
14.	Basic Accounting Management	SOC03S2U14V1
15.	Purchasing Management	SOC03S2U15V1
16.	Customer Relationship Management	SOC03S2U16V1
17.	Organizational Behavior	SOC03S2U17V1
Accreditation requirements	The training provider should have an office set up or similar training facility to provide the trainees the hands-on experience related to this qualification	
Recommended sequencing of units	As appearing under the section 06	

Units Details

Unit	Unit Title	Code	Level	No of credits
1.	Observe personal and work place hygiene practices	SOC03S1U01V1	03	03
2.	Practice health, safety and security Practices	SOC03S1U02V1	03	03
3.	Provide effective customer care	SOC03S1U03V1	03	03
4.	Practice effective workplace communication	SOC03S2U04V1	03	03
5.	Perform computer operations	SOC03S2U05V1	03	03
6.	Basic Office Information	SOC03S2U06V1	03	03
7.	Office Communication	SOC03S2U07V1	03	03
8.	Recruitment and Retention	SOC03S2U08V1	03	03
9.	Filing System	SOC03S2U09V1	03	04
10.	Front Office	SOC03S2U10V1	03	04
11.	Meetings and Conference	SOC03S2U11V1	03	04
12.	Travel Arrangements	SOC03S2U12V1	03	04
13.	Human Resource Development	SOC03S2U13V1	03	04
14.	Basic Accounting Management	SOC03S2U14V1	03	04
15.	Purchasing Management	SOC03S2U15V1	03	04
16.	Customer Relationship Management	SOC03S2U16V1	03	04
17.	Organizational Behavior	SOC03S2U17V1	03	04

Packaging of National Qualifications:

National Certificate III in Office Administration will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16

Qualification Code: SOC03SQ1L314

National Competency Standard for OFFICE ADMINISTRATION

Unit No	Unit Title
1.	Observe personal and work place hygiene practices
2.	Practice health, safety and security Practices
3.	Provide effective customer care
4.	Practice effective workplace communication
5.	Perform computer operations
6.	Basic Office Information
7.	Office Communication
8.	Recruitment and Retention
9.	Filing System
10.	Front Office
11.	Meetings and Conference
12.	Travel Arrangements
13.	Human Resource Development
14.	Basic Accounting Management
15.	Purchasing Management
16.	Customer Relationship Management
17.	Organizational Behavior

Description of an Administrative Assistant

Administrative Assistant in the Maldivian context is a service provider in the field of Office Administration in social sector. The Administrative Assistant is expected to work under the supervision of an Office Administrator or any other person who is a professional of the field that could provide the required guidance and supervision. The Office Assistant shall provide customer oriented and friendly service at the required level in Maldives.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by the Receptionist in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Receptionist training in Maldives. Competency standards used for similar type of training in other countries were also examined

UNIT TITLE	Observe personal and work place hygiene practices				
DESCRIPTOR	<p>This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard.</p> <p>This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.</p>				
CODE	SOC03S1U01V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Observe grooming, hygiene and personal presentation standards	<p>1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures</p> <p>1.2. Adequate level of personal cleanliness observed throughout the work</p> <p>1.3. Effects of poor personal hygiene understood and avoided in all practices</p>
2. Follow hygiene procedures	<p>2.1 Workplace hygiene procedures followed in line with enterprise procedures and legal requirements</p> <p>2.2 Eating, drinking, smoking, spitting, scratching or other such practices avoided while on the job</p> <p>2.3 Hygiene standards of workplace maintained in line with enterprise procedures</p>
3. Identify and avoid hygiene risks	<p>3.1 Hygiene risks understood and avoided in line with general standards and guidelines</p> <p>3.2 Legislations on hygiene understood and properly followed</p>

RANGE STATEMENT

Procedures included

- Grooming and personal presentation
- Personal and work place hygiene

Tools, equipment and materials required may include:

Nil

ASSESSMENT GUIDE

Form of assessment

- Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- Any written or oral examinations may include questions related to hygiene, illness and personal grooming standard.

Assessment context

Assessment may be done in workplace or a simulated work environment.

Critical aspects

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Maintaining adequate level of all aspects of personal hygiene and cleanliness
- Following cleaning procedures for effective cleaning of work areas
- Immediately reporting any symptoms of illness
- Undertaking routine medical checkups
- This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Knowledge of national hygiene regulation regarding personal grooming standard and presentation• General knowledge of common terminologies used in hygiene including personal hygiene• Knowledge on general symptoms of different types of diseases• Detailed knowledge and importance of illness and injury reporting procedures	<ul style="list-style-type: none">• Ability to follow procedures and instructions• Competent to work according to relevant hygiene regulations and procedures• Competent to work to meet requirements for personnel hygiene and hygienic practices• Communication skills• Interpersonal skills

UNIT TITLE	Practice health, safety and security Practices				
DESCRIPTOR	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
CODE	SOC03S1U02V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
2. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures
3. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures
4. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task
5. Secure work premises	5.1 Work premises closed and locked at the end of work, in line with enterprise procedures

RANGE STATEMENT

Procedures included:

- Guidelines for safe handling of equipment of utensils
- Emergency procedures
- Fire safety procedures
- Security and safety guidelines
- Cleaning and decontamination procedures
- Waste handling procedures
- Cleaning chemicals handling guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures

Tools, equipment and materials required may include:

- Relevant procedure manuals

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Communicating effectively with others involved in or affected by the work.
- Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- Safely handling and storage of dangerous and/or hazardous goods and substances.
- Applying safe manual handling practices.
- Safely and effectively operating equipment and utilising materials over the full range of functions and processes for work undertaken on worksite.
- This unit may be assessed in conjunction with all and units which form part of the normal job role.

Assessment conditions

Assessment must reflect and events processes that occur over a period of time

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge on safe practices• Communication procedures• Relevant workplace procedures and guidelines	<ul style="list-style-type: none">• Undertake safe manual handling jobs• Competent to follow safety regulations• Competent to work safely with workplace equipments, materials and colleagues

UNIT TITLE	Provide effective customer care				
DESCRIPTOR	This unit addresses the importance of caring for customers in the hospitality industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
CODE	SOC03S1U03V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Greet customers and colleagues	<p>1.1. Customers and colleagues greeted according to standard procedures and social norms</p> <p>1.2. Sensitivity to cultural and social differences demonstrated</p>
2. Identify and attend to customer needs	<p>2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified</p> <p>2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified</p> <p>2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor</p> <p>2.4 Customers informed correctly</p> <p>2.5 Personal limitation identified and assistance from proper sources sought when required</p>
3. Deliver service to customers	<p>3.1 Customer needs are promptly attended to in line with organizational procedure</p> <p>3.2 Appropriate rapport is maintained with customer to enable high quality service delivery</p> <p>3.3 Opportunity to enhance the quality of service and products are taken wherever possible</p>
4. Handle inquiries	<p>4.1 Customer queries handled promptly and properly</p> <p>4.2 Personal limitations identified and assistance from proper sources sought</p>

	when required
5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult customers followed correctly 5.4 Details of complaints and comments from customers properly recorded

RANGE STATEMENT

Procedures included:

- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries
- Non-verbal and verbal communication
- Dress and accessories
- Gestures and mannerisms
- Voice tonality and volume
- Culturally specific communication customs and practices
- Cultural and social differences

Includes but are not limited to:

- Modes of greeting, fare welling and conversation
- Body language/ use of body gestures
- Formality of language

Interpersonal skills:

- Interactive communication
- Good working attitude

- Sincerity
- Pleasant disposition
- Effective communication skills
- Customer needs

Customer with limitation may include:

- Those with a disability
- Those with special cultural or language needs
- Unaccompanied children
- Parents with young children
- Pregnant women
- Single women

Tools, equipment and materials required may include

- Relevant procedure manuals
- Availability of telephone, fax machine, internet, etc.
- Availability of data on projects and services; tariff and rates, promotional activities in place etc.

ASSESSMENT GUIDE

Form of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

Assessment requires evidence that the candidate:

- Complied with industry practices and procedures
- Used interactive communication with others
- Complied with occupational, health and safety practices
- Promoted public relation among others
- Complied with service manual standards
- Demonstrated familiarity with company facilities, products and services
- Applied company rules and standards
- Applied telephone ethics
- Applied correct procedure in using telephone, fax machine, internet
- Handled customer complaints
- Depict effective communication skills

Assessment conditions

Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• General knowledge of the implications on efficiency, morale and customer relations• General knowledge of ways of caring for customers• Knowledge of handling customer complain and other requests• General knowledge of Safe work practices and Personal hygiene• General knowledge of different types of service available for guest• General knowledge of up selling• Attitude:<ul style="list-style-type: none">➤ Attentive, patient and cordial➤ Eye-to-eye contact➤ Maintain teamwork and cooperation• Theory:<ul style="list-style-type: none">➤ Conflict resolution➤ Communication process	<ul style="list-style-type: none">• Competent in providing customer care• Ability to work calmly and unobtrusively effectively• Ability to handle telephone inquiries and conversations• Correct procedure in handling telephone inquiries• Proper way of handling complaints• Effective communication skills• Non-verbal communication - body language• Good time management• Inter personal skills

UNIT TITLE	Practice effective workplace communication				
DESCRIPTOR	This unit addresses the need for effective communication in the hospitality industry. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them. The unit also describes how to use the telephone; the procedures for answering, transferring and holding calls, making outgoing calls and taking messages. In addition it also highlights the need for cleaning telephone equipment.				
CODE	SOC3S1U04V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Communicate with customers and colleagues	1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate lines of communication followed 1.4. Verbal and non-verbal communications are appropriate to the given situation 1.5. Non verbal communication of customer is observed responding to customer
2. Participate in workplace meetings and discussions	2.1 Meetings and discussions attended on time 2.2 Procedures to expressing opinions and following instructions clearly followed 2.3 Questions asked and responded to effectively 2.4 Meeting and discussion outcomes interpreted and implemented correctly
3. Handle relevant work related documentation	3.1 Conditions of employment understood correctly 3.2 Relevant information accessed from appropriate sources 3.3 Relevant data on workplace forms and other documents filled correctly

	3.4 Instructions and guidelines understood and followed properly 3.5 Reporting requirements completed properly
4. Handle telephone	4.1 Procedures for taking messages and making outgoing calls followed correctly 4.2 Incoming calls answered correctly 4.3 Calls put on hold and transferred properly 4.4 Outgoing calls made efficiently 4.5 Communication in both English and Dhivehi demonstrated correctly

RANGE STATEMENT

Procedures included:

- Organizational hierarchy and reporting order
- Communications procedures
- Telephone handling procedures

Aspects evaluated:

- Verbal and Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

Tools, equipment and material used in this unit may include

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• General knowledge of English and Divehi grammar• General knowledge of common telephone equipment• General knowledge on effective communication	<ul style="list-style-type: none">• Undertake effective customer relation communications• Competent in communicating basic with customers• Fluency in English and Dhivehi language usage

UNIT TITLE	Perform Computer Operations				
DESCRIPTOR	This unit covers the knowledge, skills and attitudes and values needed to perform computer operations that include inputting, accessing, producing and transferring data using the appropriate hardware and software.				
CODE	SOC03S1U05V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Input data into computer	1.1. Data entered into the computer using appropriate program/application in accordance with company procedures 1.2. Accuracy of information checked and information saved in accordance with standard operating procedures 1.3. Input data stored in storage media according to requirements
2. Access information using computer	2.1 Correct program/application selected based on job requirements 2.2 Program/application containing the information required accessed according to company procedures 2.3 Desktop icons correctly selected, opened and closed for navigation purposes
3. Produce/output data using computer system	3.1 Entered/stored data processed using appropriate software commands 3.2 Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 3.3 Files and data transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures

RANGE STATEMENT

This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage. Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Tools, equipment and materials required may include:

- Storage devices
- Different software and hardware
- Personal computers system
- Laptop computers
- Printers
- Scanners,
- Keyboard
- Mouse,
- Disk drives /CDs, DVDs, compressed storage devices

ASSESSMENT GUIDE

Forms of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

Assessment may be conducted out of the workplace preferably in a computer classroom

Critical aspects (for assessment)

Assessment must show that the candidate:

- Selected and used hardware components correctly and according to the task requirement
- Identified and explain the functions of both hardware and software used, their general features and capabilities
- Produced accurate and complete data in accordance with the requirements
- Used appropriate devices and procedures to transfer files/data accurately

Assessment conditions

Assessment may be conducted out of the work environment and may include assignments and projects.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Basic ergonomics of keyboard and computer use• Main types of computers and basic features of different operating systems• Main parts of a computer• Storage devices and basic categories of memory• Relevant software• General security and computer Viruses	<ul style="list-style-type: none">• Reading skills required to interpret work instruction• Communication skills• Keyboard skills

UNIT TITLE	Basic Office Information				
DESCRIPTOR	This unit covers the competence in terms of knowledge and skills required to understand and follow company policies and procedures and applicable legislation together with application of ethics to all activities at work				
CODE	SOC03S2U06V1	Level	3	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Role and functions of the office in business organization	<ul style="list-style-type: none"> • How to improve the productivity • How to collect and process the data
2. Office Structure	<ul style="list-style-type: none"> • How to know the different types of organization • Identify the different duties and responsibilities of an employee • How to make decisions
3. Office Layouts	<ul style="list-style-type: none"> • Identify the traditional layouts • Identify the virtual layouts and its benefits
4. Equipment's to office efficiency	<ul style="list-style-type: none"> • Explain the benefits of computes and its benefits • The importance of FAX • Photocopier scanner, printer etc.,
5. Office Personnel	<ul style="list-style-type: none"> • Follow the time management • How to make successful communication • Able to solve the problems

RANGE STATEMENT

Work may take place in workplace to perform the job.

Tools, equipment and materials required may include:

Nil

ASSESSMENT GUIDE

Form of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of knowledge required for this unit.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• organizational management and legal control• Types of organization• Deployment of employees• Duties and Responsibilities• Deployment of employment• Traditional office layouts• Virtual office layouts• Computer and its benefits• Multimedia• FAX• Photocopier scanner, printer etc.•	<ul style="list-style-type: none">• productivity;• collection, processing and preservation of data• collection, processing and storage of data• dissemination of information;• distribution and exchange of goods and services• Decision Making• Literacy and numeracy• Effective communication• Time management• Problem solving

UNIT TITLE	Office Communication				
DESCRIPTOR	This unit covers the knowledge, skills and attitudes and values needed for proper office communication				
CODE	SOC03S2U07V1	Level	3	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Channels of communication	<ul style="list-style-type: none"> • Identify the types of communication • Benefits of informal communication • Telephone etiquettes • How to attend the interview and know the different types of interview
2. Factors affecting the communication channel	<ul style="list-style-type: none"> • The barriers of communication • Types of oral communication • Identify the levels of communication and its importance
3. Business structure	<ul style="list-style-type: none"> • Importance of Centralized management and demerits • Levels of pyramid and matrix
4. Barriers of communication	<ul style="list-style-type: none"> • Identify the types of barriers • How to overcome the barriers
5. Telephone etiquettes	<ul style="list-style-type: none"> • How to answer the call • How to pass the message • How to keep the track of their calls
6. Written communication	<ul style="list-style-type: none"> • Reason of writing the written communication • Importance of written communication

RANGE STATEMENT

Work may take place in workplace to perform the job.

Tools, equipment and materials required may include:

- Fully equipped industry-realistic office environment using appropriate telephones, computers, printers and reservation systems
- Fax machines
- Internet service
- letters/ documents
- Information packs/kits
- Files
- Computers system

ASSESSMENT GUIDE

Form of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of knowledge required for this unit.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Types of communication• Meetings and conference• Cost, efficiency, effectiveness• Levels of communication• Language• Culture• Semantics• Letter• Memo• Mails etc..	<ul style="list-style-type: none">• Use of telephone directory• Receiving and delivering message• Telephone etiquettes• Literacy skills• Oral Communication• Interview techniques• Interaction in meetings and conferences

UNIT TITLE	Recruitment And Retention				
DESCRIPTOR	This unit applies to the following and should be contextualized to the qualifications to which it is being applied. <ol style="list-style-type: none"> 1. The importance of HRD 2. How to identify the qualified person 3. How to motivate the employees 				
CODE	SOC03S2U08V1	Level	3	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Manpower planning	<ul style="list-style-type: none"> • Importance of Manpower Planning • Consequences of labor turnover ▪ Importance of Retention
2. Sources of information	<ul style="list-style-type: none"> • Internal sources and its importance • External and its different types.
3. Job analysis	<ul style="list-style-type: none"> • Job description and its importance • The responsibilities of person specification • Duties and responsibilities
4. Interview and its methods	<ul style="list-style-type: none"> • Expenses for conducting interview • Analyse the types of interview
5. Motivation	<ul style="list-style-type: none"> • Information about the types of motivation
6. Retention	<ul style="list-style-type: none"> • Importance of retention
7. End of contract	<ul style="list-style-type: none"> • Types of end of contracts

Range Statement

Work may take place in workplace to perform the job.

Tools, equipment and material used in this unit may include:

- Fully equipped industry-realistic office environment using appropriate telephones, computers, printers and reservation systems
- Fax machines
- Internet service
- letters/ documents
- Information packs/kits
- Files
- Computers system

ASSESSMENT GUIDE

Form of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of knowledge required for this unit.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Manpower planning• Labour turnover• Job description• Person description• Duties and responsibilities• Group interview• Panel interview• Face to face interview• Types of motivation• Motivation theories• Importance of retention• Types of end of contracts	<ul style="list-style-type: none">• Recruitment skills• Retention skills

UNIT TITLE	Filing System				
DESCRIPTOR	This unit applies to the following and should be contextualized to the qualifications to which it is being applied. <ol style="list-style-type: none"> 1. How to keep the filing system 2. What are the important tools to keep the documents 				
CODE	SOC03S2U09V1	Level	3	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1.Features of MIS	<ul style="list-style-type: none"> • Performance Criteria
1. Duties of a record management officer	<ul style="list-style-type: none"> • To keep records and maintain
2. Filing equipment	<ul style="list-style-type: none"> • How to retrieve the data • Importance of keeping the data

Range Statement

Work may take place in workplace to perform the job.

Tools, equipment and materials required may include:

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Form of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Application of competence is to be assessed in the workplace or simulated worksite and needs to occur using standard and authorized work practices, and environmental constraints.

Critical aspects (for assessment)

It is essential that competence in this unit signifies ability to transfer competence to changing circumstances and to respond to unusual circumstances in the critical aspects of:

Assessment conditions

- It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances.
- Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements.
- Specifications and work instructions

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Knowledge of complaints• Knowledge of handling complaints and best practice of handling complaints	<ul style="list-style-type: none">• Competent in dealing with customer complaints and ability to understand and interpret communications• Ability to deal with complaints of different natures and handle disputes as per organizational procedures• Interpersonal skills

UNIT TITLE	Front Desk				
DESCRIPTOR	This unit of competency deals with the skills, knowledge and attitude required to receive and process reservations for a tourism or hospitality product or service offered for sale through agents or direct to the consumer. This unit of competency deals with the skills and knowledge required in using a computerized reservations system to create bookings for a range of tourism or hospitality products and services. The system will vary depending upon the establishment and industry sector. Reservations systems can be used by an agent booking a supplier's service and can also be used by tourism or hospitality operator receiving and processing reservations. This unit covers the use of industry-wide systems commonly used by retail travel agencies (CRS)				
CODE	SOC03S2U10V1	Level	3	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Manage Appointments	• Performance Criteria
2. Electronic System	• Importance of keeping the list
3. Internal and External Communication	• Result of electronic system
4. Record details of reservation	• Inter personal relationship in business Positive image of the business
5. Duties	• Greeting and information to the visitors

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. Importance of office meeting and communication
2. Get the appointment
3. How to have a better interpersonal relationship

Tools, equipment and materials required may include:

The following resources **MUST** be provided:

- Fully equipped industry-realistic office environment using appropriate telephones, computers, printers and reservation systems
- Fax machines
- Internet service
- Invoices/ vouchers
- Credit notes
- Receipts
- Service vouchers
- Confirmation letters/ documents
- Information packs/kits
- Files
- Computers system

ASSESSMENT GUIDE

Form of assessment

By unit exam and assignment also the presentation

Competency may be assessed through:

- Direct observation of the candidate using reservations systems, including the ability to process different types of reservations; confirm bookings, and update or reservations
- Oral questioning or interview to test knowledge of the principles which underpin reservations procedures and the relationships among the different operating departments of the establishment
- Third-party workplace reports of on-the-job performance by the candidate, which may include destinations, products, quotations, ticketing, reservations documentation, booking data, and special guest requirements
- Demonstration/role play on handling guest inquiries and special requests, confirming reservations, and offering alternatives when requested booking is not available
- Evaluation of integrated activities completed by the candidate (may include destinations, products, quotations and ticketing)
- Evaluation of booking data generated by the candidate in response to different customer situations

Assessment context

Competencies in this unit are to be assessed in the workplace or simulated workplace situation.

Critical aspects

Assessment requires evidence that the candidate:

- Demonstrated skills in receiving and processing reservations for multiple product booking according to established procedures
- Demonstrated ability to offer alternatives according to guest needs
- Demonstrated ability to record, confirm and file customer details including special requests or requirements in accordance with established systems and procedures
- Demonstrated ability to advise other departments of the establishment on relevant reservation details
- Demonstrated ability in operating a computerized reservations system to process multiple product booking (ideally as a component of integrated work activity)

- Demonstrated ability to accurately make process and update reservations for a range of tourism products and services
- Demonstrated ability to send and receive reservations communication to relevant industry colleagues
- Demonstrated completion of reservation activities within timeframes and constraints that reflect typical industry practice

Assessment conditions

Assessment may be conducted out of the work environment or in a workplace environment and may include assignments and projects.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none"> • Product knowledge as appropriate to the specific industry sector and product being sold • Reservations and bookings terminology • Relationships between different sectors of the tourism industry in relation to reservations and bookings including sources of reservations • Principles which underpin reservation procedures • General knowledge of different types of reservations and terminologies used in reservations • Role of Computerized Reservations System (CRS) within the tourism industry • Range of products and services offered by CRS 	<ul style="list-style-type: none"> • Written and verbal communication skills • Skills in receiving and processing reservations for multiple product bookings and in response to differing customer needs • Skills in reservation documentation • Processing reservation requests, and issuing of documentation within timeframes and constraints that reflect typical industry practice • Keyboard skills • Interpersonal skills • Encoding and decoding common CRS entries • Procedures for confirming, storing and retrieving reservations • Procedures for amending and canceling reservations • Procedures for sending and receiving messages • Operating a computerized

<ul style="list-style-type: none">• Procedures and codes required to enter and exit a system• Mandatory fields• Requirements for specific formatted entries• Computer Knowledge	reservations system to process multiple product bookings
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TITLE	Meetings And Conference				
DESCRIP TOR	This unit deals with the skills and knowledge required to provide arrival and reception services to guests in commercial and accommodation establishments				
CODE	SOC03S2U11V1	Level	3	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Business Meetings	<ul style="list-style-type: none"> • How to prepare the agenda • Importance of keeping agenda • Writing minutes
2. Important Personnel	<ul style="list-style-type: none"> • Roles of the chairperson, treasurer and secretary
3. Types of Meetings	<ul style="list-style-type: none"> • Types of meeting and its importance.
4. Importance of Minutes	<ul style="list-style-type: none"> • Reason to taking minutes

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. Importance of office meetings and the requirement documents
2. How to conduct the meeting

Tools, equipment and material used may include

- Different forms
- Registration cards
- Keys / key cards
- Pens
- Luggage tags
- Welcome drinks
- Face towels
- Computer system
- Telephone
- Fax machines
- Arrivals

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Form of assessment

Competency may be assessed through:

- Direct observation of the candidate in checking-in and checking-out providing arrivals and departures for different types of guests using different variations of services
- Role-play to assess ability to deal with customer queries, requests or complaints.
- Case studies to complete arrival or departure processes and documentation for different customer scenarios.
- Review of front office records, reports and computer data completed by the candidate.
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment context

Assessment may be done in the workplace or simulated workplace setting

Critical aspects

Assessment requires evidence that the candidates:

- Demonstrated skills in processing arrivals for different types of guests within enterprise acceptable time frames
- Demonstrated ability to check arrival details, allocate rooms and inform concerned departments on special arrangements in accordance with established standards
- Demonstrated skills within an environment that includes industry-current front office equipment and technology in accordance with enterprise requirements
- Demonstrated interpersonal communication with others in accordance with established standards
- Demonstrated ability to complete guest registration, and reporting documentation accurately in accordance with established standards

Assessment Conditions

Assessments will take place under the direct supervision of assessors whose expertise is recognized by the Maldives Accreditation Board. Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge of welcoming procedures• General knowledge of handling new arrivals• General knowledge of handling difficult guest• General knowledge of handling unexpected arrivals• General computer knowledge• General knowledge of departure procedures• General knowledge of handling guest files and documents	<ul style="list-style-type: none">• Decision making skills• Skills of written and oral communication• Computer skills• Interpersonal skill• Customer care skills• Record keeping skill• Check-in and check-out procedures for groups and individuals• Skills in processing arrivals and departures for different types of customers using different variations of services

UNIT TITLE	Travel Arrangements				
DESCRIPTOR	This unit deals with the skills and knowledge required to provide cashier services and checking out services to guests in commercial and accommodation establishments				
CODE	SOC03S2U12V1	Level	03	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Basic Information about Travel Arrangements	<ul style="list-style-type: none"> • The importance of travel information
2. Procedure of Making Travel Arrangements	<ul style="list-style-type: none"> • Drafting the itineraries
3. Important documents	<ul style="list-style-type: none"> • List of documents needed for important documents
4. Monetary Requirements	<ul style="list-style-type: none"> • Different types of monetary requirements

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. Reason for travel arrangements
2. Procedure of making travel arrangements

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Form of assessment

- Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities
- Evidence of performance can be obtained from supervisors of the trainees or if a hotel is being used the guests can also provide this information

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Assessment conditions

Assessments will take place under the direct supervision of assessors whose expertise is recognized by the Maldives Accreditation Board. Trainees will be permitted adequate time and they will be provided required materials and privacy.

Critical aspects

- Identification of legality of currency
- Use of applicable exchange rates
- Accuracy
- Establishment of identity of the holder in case of travellers cheques
- Record keeping and updating of accounts

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Hotel procedures for cashiering,• Different currencies and their special marks to identify the legality• Exchange rates• Basic knowledge on accounting• General knowledge of using credit card and card machines• General knowledge of all types of payment• General knowledge of cashiering in line with international rules and regulations• General knowledge of check out,	<ul style="list-style-type: none">• Written and oral communication skills• Ability to do accurate calculations• Ability to use card machines• Ability to use cash counting machines• Ability to prepare cash balances and reports• Computer skills• Interpersonal skills

individual, group, express check out	
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UNIT TITLE	Human Resource Development				
DESCRIPTOR	This unit emphasize on the importance of arranging departures and seeing off guests				
CODE	SOC03S2U13V1	Level	03	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Introduction	<ul style="list-style-type: none"> • Roles and Functions of HRD
1. Recruitment	<ul style="list-style-type: none"> • How to recruit • Types of recruitment
2. Selection and Interview	<ul style="list-style-type: none"> • Types of Interview • Types of questions in interview
3. Appraisal	<ul style="list-style-type: none"> • Types of Performance Appraisal • Difference between Performance Appraisal and Performance Management
4. Employment Act	<ul style="list-style-type: none"> • The Importance of ILO • Importance of Host Government Employment Act
5. Record Maintains	The importance of maintain the records
6. Motivation	Types of Motivation and its importance
7. Reason for Labour Turnover	The reason for labour turnover How to reduce the labour turnover

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. Importance of HRD and its activities

Tools, equipment and materials required may include:

- Departure list
- Luggage
- Boat/ launch/
- Sea plane

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Form of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Critical aspects

Assessment requires evidence that the candidates:

- Demonstrated skills in processing departures for different types of guests within enterprise acceptable time frames
- Demonstrated ability to check departure details, departure rooms and inform concerned departments on special arrangements in accordance with established standards
- Demonstrated skills within an environment that includes industry-current front office equipment and technology in accordance with enterprise requirements
- Demonstrated interpersonal communication with others in accordance with established standards
- Demonstrated ability to complete guest check-out, reporting documentation accurately in accordance with established standards
- Demonstrated skills in handling luggage in accordance with enterprise requirements

Assessment conditions

Assessments will take place under the direct supervision of assessors whose expertise is recognized by the Maldives Accreditation Board. Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge about departure see off• Hotel procedures for collecting luggage• Hotel procedures for escorting and saying farewell	<ul style="list-style-type: none">• Communication skill; read, write and speak• Customer care skills• Luggage collecting skill• Interpersonal skills

<ul style="list-style-type: none">• Hotel procedure for assisting and seating guests	
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UNIT TITLE	Basic Accounting Management				
DESCRIPTOR	This competency standard covers the correct management of a lost and found facility by members of the security industry. It requires the ability to establish the status of lost and found items using appropriate inquiries and procedures, record details and maintain documentation. This work would be carried out under minimum supervision within organizational guidelines.				
CODE	SOC03S2U14V1	Level	03	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Role and Functions of the account	Reason for keeping the accounts
2. Employee Care	How to keep the cheques and pay slips
3. Requirements	Requirements of office equipment's
4. Different types of Payments	Different types of salary method

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. To keep the account status

Relevant details may include:

- Location
- Date
- Time
- Color and shape

Appropriate persons may include:

- Supervisors, managers
- Colleagues
- Members of the staff
- Clients
- Designated human resource personnel

Designated locations may include:

- Cupboard / storage facility
- Safe facilities

Communication techniques may include:

- Language, verbal or non-verbal
- Active listening
- Questioning to clarify and confirm understanding
- Interpreting non-verbal and verbal messages
- Observation techniques
- Use of positive, confident and co-operative language
- Control of tone of voice and body language
- Use of language and concepts appropriate to cultural differences

Identification documents may include:

- ID cards (eg drivers licence, proof of age card, passport)
- Temporary passes
- Work permits
- Goods receipts
- Room number

Documentation may include:

- Daily / weekly reports
- 'Lost and found' register
- Written and computer reports

Tools, equipment and materials required may include:

- Lost and found forms
- Register

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Forms of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Critical aspects (for assessment)

Assessment must show that the candidate:

- Effectively communicate and record information regarding lost and found items and complete and maintain workplace documentation
- Receive and relay verbal and non-verbal information in a concise and accurate manner with sensitivity to social and cultural differences
- Identify prohibited and / or hazardous items and goods and take appropriate action
- Effectively operate office technology and communication equipment

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Relevant legislative provisions• Basic problem solving strategies• Premises and property security requirements and procedures• Premises and property lay-out	<ul style="list-style-type: none">• Accurately record and report information• Effectively operate office and communication equipment• Present a professional image to

<ul style="list-style-type: none">• Rules for the identification and handling of dangerous and prohibited goods• EEO, equity and diversity principles• Operational techniques of communication and office equipment• Organisational procedures and guidelines appropriate to own role, responsibility and delegation• Reporting procedures and documentation requirements and processes• Principles of effective communication including interpersonal techniques• Principles of questioning to get specific information• Use and storage requirements of equipment	<p>members of the public and colleagues</p> <ul style="list-style-type: none">• Apply active listening and questioning techniques• Solve basic problems• Estimate and calculate resource and equipment requirements• Collate and organise information and items• Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities• Communicate in a clear and concise manner• Comply with relevant legislative and regulatory requirements• Enter data using basic keyboarding skills• Estimate time to complete activities and organise personal schedule• Prepare statements and write reports
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UNIT TITLE	Procurement Management				
DESCRIPTOR	This unit covers the competencies required perform handing over at the end of the shift				
CODE	SOC03S2U15V1	Level	03	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Introduction	Basic Idea Determine the items of purchase Manage inventory and importance
2. Duties and Responsibilities	Preparing and Processing the purchase stock requisitions Filing of purchasing records Maintaining stock records
3. Procedures of Purchasing	Methods of purchasing procedures
4. Importance of Inventory Management	Reason for inventory management
5. Stock Record	LIFO, FIFO, AVCO (Average cost)

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

- To keep the procurement data and how to keep the document

Tools, equipment and materials required may include:

- Handover sheets
- Guest activities sheets
- Any other documents

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Form of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Critical aspects

This unit maybe assessed after the student has fully achieved the competence and the student should be able to transfer competence in relation to the circumstances depending on the nature of the situation

Assessment conditions

This assessment contains knowledge as well as competence hence a method that reflects on both should be used, a written examination as well as performance of competence

Assessments will take place under the direct supervision of assessors whose expertise is recognized by the Maldives Accreditation Board. Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge shift ending• Hotel procedures for shift handover	<ul style="list-style-type: none">• Communication skill; read, write and speak• Interpersonal skills

UNIT TITLE	Customer Relationship Managemnt				
DESCRIPTOR	This unit covers the competencies required to provide information and services to customers who visit or contact a public, private or any other organization ensuring pleasant atmosphere while maintaining specified standards				
CODE	SOC03S2U16V1	Level	03	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
Introduction	Importance of customer relationship management
TQM	5 M's of Management Importance of TQM

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. The benefit of CRM
2. How to attract more customers
3. How to listen the customers .

Tools, equipment and materials required may include:

- Organizational manuals (circulars/ organizational charts/ list of site maps)
- Leaflets, brochures
- Company advertisements
- Communication equipment
- Computer, printer with relevant accessories
- Telephone
- Sign boards
- Registers
- Annual reports
- Organizational guidelines
- Circulars
- Memorandum (memo)
- Checklist
- Telephone directories (internal / external)
- Standard operating procedure (SOP)
- International Organization for Standardization (ISO)

ASSESSMENT GUIDE

By unit exam and assignment also the presentation

Form of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Critical aspects

Assessment requires evidence that the candidates:

- Demonstrated skills in giving information for different types of guests within enterprise acceptable time frames
- Demonstrated ability and skills handling telephone calls in accordance with established standards
- Demonstrated skills within an environment that includes industry-current front office equipment and technology in accordance with enterprise requirements
- Demonstrated interpersonal communication with others in accordance with established standards

Assessment conditions

This assessment contains knowledge as well as competence hence a method that reflects on both should be used, a written examination as well as performance of competence

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge shift ending• Hotel procedures for shift handover	<ul style="list-style-type: none">• Communication skill; read, write and speak• Interpersonal skills

UNIT TITLE	ORGANIZATIONAL BEHAVIOR				
DESCRIPTOR	This unit covers arrangement of all pre-arrangement and destination dining and carrying out of services for excursions and destination dining. The unit will also cover how to handle necessary arrangements required for cancelled bookings for excursions and destination dining				
CODE	SOC03S2U17V1	LEVEL	03	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
Introduction	Reason for studying organizational Behavior
Perception	Why should perception is importance
Organizational Motivation	Motivational Theories Result of motivation in an workplace

Range Statement

Work may take place in workplace to perform the job.

This unit applies to the following and should be contextualized to the qualifications to which it is being applied.

1. Importance of OB at workplace.

Tools, equipment and materials required may include:

- Rates of excursions and destination dining
- Enterprise procedure for cancelling reservations for excursions and destination dining
- Information of all the excursions and destination dining offer in the resort.

ASSESSMENT GUIDE

Form of assessment

Continuous and holistic assessment is suitable for this unit.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment.

Critical aspects

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Possess effective sales technique when offering excursions and destination dining.
- Be able to customize excursion and destination dining in accordance with the company procedure to guests.
- Able to liaise efficiently with concerned departments with the arrangements required to the excursions and destination dining.

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Knowledge of dealing with customers requests• knowledge of personalizing guests requests• knowledge of all the activities which can be prearrange or all the service available for guest	<ul style="list-style-type: none">• Competent to perform the effective sales technique• Communicate effectively with guests during excursions and destination dining• Interpersonal skills• Customer service skills

<ul style="list-style-type: none">• Knowledge of up selling techniques	<ul style="list-style-type: none">• Up selling skills
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