

COMPETENCY STANDARDS

VIRTUAL ASSISTANT SERVICES LEVEL III



INFORMATION AND COMMUNICATIONS TECHNOLOGY SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Luzon Expressway (SLEX), Taguig City, Metro Manila

Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)

Section 22, “Establishment and Administration of the National Trade Skills Standards” of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skills standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

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The Competency Standards (CS) serve as basis for the:

- 1 Registration and delivery of training programs;
- 2 Development of curriculum and assessment instruments; and

Each CS has two sections:

Section 1 **Definition of Qualification** describes the qualification and defines the competencies that comprise the qualification.

Section 2 **Competency Standards** gives the specifications of competencies required for effective work performance.

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COMPETENCY STANDARDS FOR VIRTUAL ASSISTANT SERVICES LEVEL III

SECTION 1: DEFINITION OF QUALIFICATION

The **VIRTUAL ASSISTANT SERVICES LEVEL III** Qualification consists of competencies that a person must achieve to communicate and collaborate with clients, utilize base office suite applications, manage client's calendar, manage client's email, and organize client's activities and projects utilizing project management tools. This qualification focuses on the generic Virtual Assistant job and tasks.

The Units of Competency comprising this Qualification include the following:

UNIT CODE BASIC COMPETENCIES

400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem-solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organization
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)

UNIT CODE COMMON COMPETENCIES

ICT315202	Apply quality standards
ICT311203	Perform Computer Operations

UNIT CODE CORE COMPETENCIES

CS-ICT351201	Collaborate work activities with client
CS-ICT351202	Utilize base office suite applications
CS-ICT351203	Manage client's calendar
CS-ICT351204	Manage client's email
CS-ICT351205	Organize client's activities and projects utilizing project management tools

A person who has achieved this Qualification is competent to be:

- Virtual Assistant

SECTION 2: COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in **VIRTUAL ASSISTANT SERVICES LEVEL III**

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE : 400311319

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to lead in the dissemination and discussion of ideas, information and issues in the workplace.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant communication method is selected based on workplace procedures 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements 1.3 Questioning is applied to gain extra information 1.4 Relevant sources of information are identified in accordance with workplace/ client requirements 1.5 Information is selected and organized following enterprise procedures 1.6 Verbal and written reporting is undertaken when required 1.7 Communication and negotiation skills are applied and maintained in all relevant situations	1.1. Organization requirements for written and electronic communication methods 1.2. Effective verbal communication methods 1.3. Business writing 1.4. Workplace etiquette	1.1. Organizing information 1.2. Conveying intended meaning 1.3. Participating in a variety of workplace discussions 1.4. Complying with organization requirements for the use of written and electronic communication methods 1.5. Effective business writing 1.6. Effective clarifying and probing skills 1.7. Effective questioning techniques (clarifying and probing)
2. Lead workplace discussions	2.1 Response to workplace issues are sought following enterprise procedures 2.2 Response to workplace issues are provided immediately	2.1 Organization requirements for written and electronic communication methods	2.1 Organizing information 2.2 Conveying intended meaning 2.3 Participating in variety of

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety 2.4 Goals/objectives and action plans undertaken in the workplace are communicated promptly	2.2 Effective verbal communication methods 2.3 Workplace etiquette	workplace discussions 2.4 Complying with organization requirements for the use of written and electronic communication methods 2.5 Effective clarifying and probing skills
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and issues are raised as they arise 3.5 Identify barriers in communication to be addressed appropriately	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Workplace etiquette 3.4 Communication problems and issues 3.5 Barriers in communication	3.1 Organizing information 3.2 Conveying intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills 3.6 Identifying issues 3.7 Negotiation and communication skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Methods of communication	May include but not limited to: 1.1. Non-verbal gestures 1.2. Verbal 1.3. Face-to-face 1.4. Two-way radio 1.5. Speaking to groups 1.6. Using telephone 1.7. Written 1.8. Internet
2. Workplace discussions	May include but not limited to: 2.1. Coordination meetings 2.2. Toolbox discussion 2.3. Peer-to-peer discussion

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Dealt with a range of communication/information at one time 1.2. Demonstrated leadership skills in workplace communication 1.3. Made constructive contributions in workplace issues 1.4. Sought workplace issues effectively 1.5. Responded to workplace issues promptly 1.6. Presented information clearly and effectively written form 1.7. Used appropriate sources of information 1.8. Asked appropriate questions 1.9. Provided accurate information
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Variety of Information 2.2. Communication tools 2.3. Simulated workplace
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through</p> <ul style="list-style-type: none"> 3.1. Case problem 3.2. Third-party report 3.3. Portfolio 3.4. Interview 3.5. Demonstration/Role-playing
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1. Competency may be assessed in the workplace or in simulated workplace environment

UNIT OF COMPETENCY : LEAD SMALL TEAMS

UNIT CODE : 400311320

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes to lead small teams including setting, maintaining and monitoring team and individual performance standards.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Provide team leadership	1.1. Work requirements are identified and presented to team members based on company policies and procedures 1.2. Reasons for instructions and requirements are communicated to team members based on company policies and procedures 1.3. Team members' queries and concerns are recognized, discussed and dealt with based on company practices	1.1 Facilitation of Team work 1.2 Company policies and procedures relating to work performance 1.3 Performance standards and expectations 1.4 Monitoring individual's and team's performance vis a vis client's and group's expectations	1.1 Communication skills required for leading teams 1.2 Group facilitation skills 1.3 Negotiating skills 1.4 Setting performance expectation
2. Assign responsibilities	2.1. Responsibilities are allocated having regard to the skills, knowledge and aptitude required to undertake the assigned task based on company policies. 2.2. Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible	2.1 Work plan and procedures 2.2 Work requirements and targets 2.2 Individual and group expectations and assignments 2.3 Ways to improve group leadership and membership	2.1 Communication skills 2.2 Management skills 2.3 Negotiating skills 2.4 Evaluation skills 2.5 Identifying team member's strengths and rooms for improvement
3. Set performance	3.1 Performance expectations are	3.1 One's roles and responsibilities in the team	3.1 Communication skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
expectations for team members	<p>established based on client needs</p> <p>3.2 Performance expectations are based on individual team members knowledge, skills and aptitude</p> <p>3.3 Performance expectations are discussed and disseminated to individual team members</p>	<p>3.2 Feedback giving and receiving</p> <p>3.3 Performance expectation</p>	<p>3.2 Accurate empathy</p> <p>3.3 Congruence</p> <p>3.4 Unconditional positive regard</p> <p>3.5 Handling of Feedback</p>
4. Supervised team performance	<p>4.1 Performance is monitored based on defined performance criteria and/or assignment instructions</p> <p>4.2 Team members are provided with feedback, positive support and advice on strategies to overcome any deficiencies based on company practices</p> <p>4.3 Performance issues which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction</p> <p>4.5 Team operations are monitored to ensure that employer/client</p>	<p>4.1 Performance Coaching</p> <p>4.2 Performance management</p> <p>4.3 Performance Issues</p>	<p>4.1 Communication skills required for leading teams</p> <p>4.2 Coaching skill</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	needs and requirements are met 4.6 Follow-up communication is provided on all issues affecting the team 4.7 All relevant documentation is completed in accordance with company procedures		

RANGE OF VARIABLES

VARIABLE	RANGE
1. Work requirements	May include but not limited to: 1.1. Client Profile 1.2. Assignment instructions
2. Team member's concerns	May include but not limited to: 2.1. Roster/shift details
3. Monitor performance	May include but not limited to: 3.1. Formal process 3.2. Informal process
4. Feedback	May include but not limited to: 4.1. Formal process 4.2. Informal process
5. Performance issues	May include but not limited to: 5.1. Work output 5.2. Work quality 5.3. Team participation 5.4. Compliance with workplace protocols 5.5. Safety 5.6. Customer service

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2. Assessed and monitored team and individual performance against set criteria 1.3. Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4. Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5. Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Resource Implications	The following resources should be provided: 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or task
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Written Examination 3.2. Oral Questioning 3.3. Portfolio
4. Context for Assessment	4.1. Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY: APPLY CRITICAL THINKING AND PROBLEM-SOLVING TECHNIQUES IN THE WORKPLACE

UNIT CODE : 400311321

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to solve problems in the workplace including the application of problem solving techniques and to determine and resolve the root cause/s of specific problems in the workplace.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Examine specific workplace challenges	1.1. Variances are examined from normal operating parameters ; and product quality. 1.2. Extent, cause and nature of the specific problem are defined through observation, investigation and analytical techniques . 1.3. Problems are clearly stated and specified.	1.1. Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations. 1.2. Competence to include the ability to apply and explain, enough for the identification of fundamental causes of specific workplace challenges. 1.3. Relevant equipment and operational processes. 1.4. Enterprise goals, targets and measures. 1.5. Enterprise quality OHS and environmental requirement. 1.6. Enterprise information systems and data collation 1.7. Industry codes and standards.	1.1. Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 1.2. Identifying extent and causes of specific challenges in the workplace.
2. Analyze the causes of specific workplace challenges.	2.1. Possible causes of specific problems are identified based on experience and the use of problem solving tools / analytical techniques. 2.2. Possible cause statements are	2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to	2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>developed based on findings.</p> <p>2.3. Fundamental causes are identified per results of investigation conducted.</p>	<p>recognize non-standard situations.</p> <p>2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations.</p> <p>2.3 Relevant equipment and operational processes.</p> <p>2.4 Enterprise goals, targets and measures.</p> <p>2.5 Enterprise quality OSH and environmental requirement.</p> <p>2.6 Enterprise information systems and data collation.</p> <p>2.7 Industry codes and standards.</p>	<p>examining specific challenges in the workplace.</p> <p>2.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>2.3 Providing clear-cut findings on the nature of each identified workplace challenges.</p>
3. Formulate resolutions to specific workplace challenges	<p>3.1. All possible options are considered for resolution of the problem.</p> <p>3.2. Strengths and weaknesses of possible options are considered.</p> <p>3.3. Corrective actions are determined to resolve the problem and possible future causes.</p> <p>3.4. Action plans are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures</p>	<p>3.1. Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations</p> <p>3.2. Relevant equipment and operational processes</p> <p>3.3. Enterprise goals, targets and measures</p> <p>3.4. Enterprise quality OSH and environmental requirement</p> <p>3.5. Principles of decision making strategies and techniques</p>	<p>3.1. Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>3.2. Identifying extent and causes of specific challenges in the workplace.</p> <p>3.3. Providing clear-cut findings on the nature of each identified workplace challenges.</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.6. Enterprise information systems and data collation 3.7. Industry codes and standards	3.4. Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.
4. Implement action plans and communicate results	4.1. Action plans are implemented and evaluated. 4.2. Results of plan implementation and recommendations are prepared. 4.3. Recommendations are presented to appropriate personnel. 4.4. Recommendations are followed-up, if required.	4.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations 4.2. Relevant equipment and operational processes 4.3 Enterprise goals, targets and measures 4.4 Enterprise quality, OSH and environmental requirement 4.5 Principles of decision making strategies and techniques 4.6 Enterprise information systems and data collation 4.7 Industry codes and standards	4.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 4.2 Identifying extent and causes of specific challenges in the workplace. 4.3 Providing clear-cut findings on the nature of each identified workplace challenges. 4.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.

RANGE OF VARIABLES

VARIABLES	RANGE
1. Parameters	May include but not limited to: 1.1 Processes 1.2 Procedures 1.3 Systems
2. Analytical techniques	May include but not limited to: 2.1. Brainstorming 2.2. Intuitions/Logic 2.3. Cause and effect diagrams 2.4. Pareto analysis 2.5. SWOT analysis 2.6. Gant chart, Pert CPM and graphs 2.7. Scattergrams
3. Problem	May include but not limited to: 3.1. Routine, non – routine and complex workplace and quality problems 3.2. Equipment selection, availability and failure 3.3. Teamwork and work allocation problem 3.4. Safety and emergency situations and incidents 3.5. Risk assessment and management
4. Action plans	May include but not limited to: 4.1. Priority requirements 4.2. Measurable objectives 4.3. Resource requirements 4.4. Timelines 4.5. Co-ordination and feedback requirements 4.6. Safety requirements 4.7. Risk assessment 4.8. Environmental requirements

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Examined specific workplace challenges. 1.2. Analyzed the causes of specific workplace challenges. 1.3. Formulated resolutions to specific workplace challenges. 1.4. Implemented action plans and communicated results on specific workplace challenges.
<p>2. Resource Implications</p>	<p>2.1. Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios / case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Observation 3.2. Case Formulation 3.3. Life Narrative Inquiry 3.4. Standardized test <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p> <p>These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
<p>4. Context for Assessment</p>	<p>4.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : WORK IN A DIVERSE ENVIRONMENT

UNIT CODE : 400311322

UNIT DESCRIPTOR : This unit covers the outcomes required to work effectively in a workplace characterized by diversity in terms of religions, beliefs, races, ethnicities and other differences.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop an individual's cultural awareness and sensitivity	1.1. Individual differences with clients, customers and fellow workers are recognized and respected in accordance with enterprise policies and core values. 1.2. Differences are responded to in a sensitive and considerate manner 1.3. Diversity is accommodated using appropriate verbal and non-verbal communication.	1.1. Understanding cultural diversity in the workplace 1.2. Norms of behavior for interacting and dialogue with specific groups (e. g., Muslims and other non-Christians, non-Catholics, tribes/ethnic groups, foreigners) 1.3. Different methods of verbal and non-verbal communication in a multicultural setting	1.1. Applying cross-cultural communication skills (i.e. different business customs, beliefs, communication strategies) 1.2. Showing affective skills – establishing rapport and empathy, understanding, etc. 1.3. Demonstrating openness and flexibility in communication 1.4. Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices
2. Work effectively in an environment that acknowledges and values cultural diversity	2.1 Knowledge, skills and experiences of others are recognized and documented in relation to team objectives. 2.2 Fellow workers are encouraged to utilize and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes. 2.3 Relations with customers and clients are maintained to show that	2.1 Value of diversity in the economy and society in terms of Workforce development 2.2 Importance of inclusiveness in a diverse environment 2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives 2.4 Strategies for customer service excellence	2.1 Demonstrating cross-cultural communication skills and active listening 2.2 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices 2.3 Demonstrating collaboration skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	diversity is valued by the business.		2.4 Exhibiting customer service excellence
3. Identify common issues in a multicultural and diverse environment	3.1 <i>Diversity-related conflicts</i> within the workplace are effectively addressed and resolved. 3.2 Discriminatory behaviors towards customers/stakeholders are minimized and addressed accordingly. 3.3 Change management policies are in place within the organization.	3.1 Value, and leverage of cultural diversity 3.2 Inclusivity and conflict resolution 3.3 Workplace harassment 3.4 Change management and ways to overcome resistance to change 3.5 Advanced strategies for customer service excellence	3.1 Addressing diversity-related conflicts in the workplace 3.2 Eliminating discriminatory behavior towards customers and co-workers 3.3 Utilizing change management policies in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	This refers to diversity in both the workplace and the community and may include divergence in : <ul style="list-style-type: none"> 1.1 Religion 1.2 Ethnicity, race or nationality 1.3 Culture 1.4 Gender, age or personality 1.5 Educational background
2. Diversity-related conflicts	May include conflicts that result from: <ul style="list-style-type: none"> 2.1 Discriminatory behaviors 2.2 Differences of cultural practices 2.3 Differences of belief and value systems 2.4 Gender-based violence 2.5 Workplace bullying 2.6 Corporate jealousy 2.7 Language barriers 2.8 Individuals being differently-abled persons 2.9 Ageism (negative attitude and behavior towards old people)

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> 1.1 Adjusted language and behavior as required by interactions with diversity 1.2 Identified and respected individual differences in colleagues, clients and customers 1.3 Applied relevant regulations, standards and codes of practice
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Access to workplace and resources 2.2 Manuals and policies on Workplace Diversity
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1 Demonstration or simulation with oral questioning 3.2 Group discussions and interactive activities 3.3 Case studies/problems involving workplace diversity issues 3.4 Third-party report 3.5 Written examination 3.6 Role Plays
4. Context for Assessment	Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY: PROPOSE METHODS OF APPLYING LEARNING AND INNOVATION IN THE ORGANIZATION

UNIT CODE : 400311323

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to assess general obstacles in the application of learning and innovation in the organization and to propose practical methods of such in addressing organizational challenges.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess work procedures, processes and systems in terms of innovative practices	1.1. Reasons for innovation are incorporated to work procedures. 1.2. Models of innovation are researched. 1.3. Gaps or barriers to innovation in one's work area are analyzed. 1.4. Staff who can support and foster innovation in the work procedure are identified.	1.1 Seven habits of highly effective people. 1.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004) 1.3 Five minds of the future concepts (Gardner, 2007). 1.4 Adaptation concepts in neuroscience (Merzenich, 2013). 1.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	1.1 Demonstrating collaboration and networking skills. 1.2 Applying basic research and evaluation skills 1.3 Generating insights on how to improve organizational procedures, processes and systems through innovation.
2. Generate practical action plans for improving work procedures, processes	2.1 Ideas for innovative work procedure to foster innovation using individual and group techniques are conceptualized 2.2 Range of ideas with other team members and colleagues are evaluated and discussed 2.3 Work procedures and processes subject to change are selected based on workplace requirements (feasible and innovative). 2.4 Practical action plans are proposed to facilitate simple changes in the work procedures, processes and systems. 2.5 Critical inquiry is applied and used to	2.1 Seven habits of highly effective people. 2.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004) 2.3 Five minds of the future concepts (Gardner, 2007). 2.4 Adaptation concepts in neuroscience (Merzenich, 2013). 2.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	2.1 Assessing readiness for change on simple work procedures, processes and systems. 2.2 Generating insights on how to improve organizational procedures, processes and systems through innovation. 2.3 Facilitating action plans on how to apply innovative procedures in the organization.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	facilitate discourse on adjustments in the simple work procedures, processes and systems.		
3. Evaluate the effectiveness of the proposed action plans	<p>3.1 Work structure is analyzed to identify the impact of the new work procedures</p> <p>3.2 Co-workers/key personnel is consulted to know who will be involved with or affected by the work procedure</p> <p>3.3 Work instruction operational plan of the new work procedure is developed and evaluated.</p> <p>3.4 Feedback and suggestion are recorded.</p> <p>3.5 Operational plan is updated.</p> <p>3.6 Results and impact on the developed work instructions are reviewed</p> <p>3.7 Results of the new work procedure are evaluated</p> <p>3.8 Adjustments are recommended based on results gathered</p>	<p>3.1 Five minds of the future concepts (Gardner, 2007).</p> <p>3.2 Adaptation concepts in neuroscience (Merzenich, 2013).</p> <p>3.3 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).</p>	<p>3.1 Generating insights on how to improve organizational procedures, processes and systems through innovation.</p> <p>3.2 Facilitating action plans on how to apply innovative procedures in the organization.</p> <p>3.3 Communicating results of the evaluation of the proposed and implemented changes in the workplace procedures and systems.</p> <p>3.4 Developing action plans for continuous improvement on the basic systems, processes and procedures in the organization.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Reasons	May include but not limited to: 1.1. Strengths and weaknesses of the current systems, processes and procedures. 1.2. Opportunities and threats of the current systems, processes and procedures.
2. Models of innovation	May include but not limited to: 2.1. Seven habits of highly effective people. 2.2. Five minds of the future concepts (Gardner, 2007). 2.3. Neuroplasticity and adaptation strategies.
3. Workplace requirements	May include but not limited to: 3.1. Feasible 3.2. Innovative
4. Gaps or barriers	May include but not limited to: 4.1. Machine 4.2. Manpower 4.3. Methods 4.4. Money
5. Critical Inquiry	May include but not limited to: 5.1. Preparation. 5.2. Discussion. 5.3. Clarification of goals. 5.4. Negotiate towards a Win-Win outcome. 5.5. Agreement. 5.6. Implementation of a course of action. 5.7. Effective verbal communication. See our pages: Verbal Communication and Effective Speaking. 5.8. Listening. 5.9. Reducing misunderstandings is a key part of effective negotiation. 5.10. Rapport Building. 5.11. Problem Solving. 5.12. Decision Making. 5.13. Assertiveness. 5.14. Dealing with Difficult Situations.

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Established the reasons why innovative systems are required 1.2. Established the goals of a new innovative system 1.3. Analyzed current organizational systems to identify gaps and barriers to innovation. 1.4. Assessed work procedures, processes and systems in terms of innovative practices. 1.5. Generated practical action plans for improving work procedures, and processes. 1.6. Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7. Evaluated the effectiveness of the proposed action plans.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1. Pens, papers and writing implements. 2.2. Cartolina. 2.3. Manila papers
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Psychological and behavioral Interviews. 3.2. Performance Evaluation. 3.3. Life Narrative Inquiry. 3.4. Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5. Sensitivity analysis. 3.6. Organizational analysis. 3.7. Standardized assessment of character strengths and virtues applied.
<p>4. Context for Assessment</p>	<p>Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.</p>

UNIT OF COMPETENCY: USE INFORMATION SYSTEMATICALLY

UNIT CODE : 400311324

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to use technical information systems, apply information technology (IT) systems and edit, format & check information.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variables</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use technical information	1.1. Information are collated and organized into a suitable form for reference and use 1.2. Stored information are classified so that it can be quickly identified and retrieved when needed 1.3. Guidance are advised and offered to people who need to find and use information	1.1. Application in collating information 1.2. Procedures for inputting, maintaining and archiving information 1.3. Guidance to people who need to find and use information 1.4. Organize information 1.5. classify stored information for identification and retrieval 1.6. Operate the technical information system by using agreed procedures	1.1. Collating information 1.2. Operating appropriate and valid procedures for inputting, maintaining and archiving information 1.3. Advising and offering guidance to people who need to find and use information 1.4. Organizing information into a suitable form for reference and use 1.5. Classifying stored information for identification and retrieval 1.6. Operating the technical information system by using agreed procedures
2. Apply information technology (IT)	2.1. Technical information system is operated using agreed procedures 2.2. Appropriate and valid procedures are operated for inputting, maintaining and archiving information 2.3. Software required are utilized to execute the project activities 2.4. Information and data obtained are handled, edited, formatted and checked from a range of	2.1. Attributes and limitations of available software tools 2.2. Procedures and work instructions for the use of IT 2.3. Operational requirements for IT systems 2.4. Sources and flow paths of data 2.5. Security systems and measures that can be used 2.6. Extract data and format reports	2.1. Identifying attributes and limitations of available software tools 2.2. Using procedures and work instructions for the use of IT 2.3. Describing operational requirements for IT systems 2.4. Identifying sources and flow paths of data

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variables</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>internal and external sources</p> <p>2.5. Information are extracted, entered, and processed to produce the outputs required by customers</p> <p>2.6. Own skills and understanding are shared to help others</p> <p>2.7. Specified security measures are implemented to protect the confidentiality and integrity of project data held in IT systems</p>	<p>2.7. Methods of entering and processing information</p> <p>2.8. WWW enabled applications</p>	<p>2.5. Determining security systems and measures that can be used</p> <p>2.6. Extracting data and format reports</p> <p>2.7. Describing methods of entering and processing information</p> <p>2.8. Using WWW applications</p>
3. Edit, format and check information	<p>3.1 Basic editing techniques are used</p> <p>3.2 Accuracy of documents are checked</p> <p>3.3 Editing and formatting tools and techniques are used for more complex documents</p> <p>3.4 Proof reading techniques is used to check that documents look professional</p>	<p>3.1 Basic file-handling techniques</p> <p>3.2 Techniques in checking documents</p> <p>3.3 Techniques in editing and formatting</p> <p>3.4 Proof reading techniques</p>	<p>3.1 Using basic file-handling techniques is used for the software</p> <p>3.2 Using different techniques in checking documents</p> <p>3.3 Applying editing and formatting techniques</p> <p>3.4 Applying proof reading techniques</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include but not limited to: 1.1. Property 1.2. Organizational 1.3. Technical reference
2. Technical information	May include but not limited to: 2.1. paper based 2.2. electronic
3. Software	May include but not limited to: 3.1. spreadsheets 3.2. databases 3.3. word processing 3.4. presentation
4. Sources	May include but not limited to: 4.1. other IT systems 4.2. manually created 4.3. within own organization 4.4. outside own organization 4.5. geographically remote
5. Customers	May include but not limited to: 5.1. colleagues 5.2. company and project management 5.3. clients
6. Security measures	May include but not limited to: 6.1. access rights to input; 6.2. passwords; 6.3. access rights to outputs; 6.4. data consistency and back-up; 6.5. recovery plans

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Used technical information systems and information technology 1.2. Applied information technology (IT) systems 1.3. Edited, formatted and checked information
2. Resource Implications	The following resources should be provided: 2.1. Computers 2.2. Software and IT system
3. Methods of Assessment	Competency in this unit MUST be assessed through: 3.1. Direct Observation 3.2. Oral interview and written test
4. Context for Assessment	4.1. Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES

UNIT CODE : 400311325

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to interpret-Occupational Safety and Health practices, set OSH work targets, and evaluate effectiveness of Occupational Safety and Health work instructions

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret Occupational Safety and Health practices	1.1 OSH work practices issues are identified relevant to work requirements 1.2 OSH work standards and procedures are determined based on applicability to nature of work 1.3 Gaps in work practices are identified related to relevant OSH work standards	1.1. OSH work practices issues 1.2. OSH work standards 1.3. General OSH principles and legislations 1.4. Company/ workplace policies/ guidelines 1.5. Standards and safety requirements of work process and procedures	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills
2. Set OSH work targets	2.1 Relevant work information are gathered necessary to determine OSH work targets 2.2 OSH Indicators based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures 2.3 Agreed OSH indicators are endorsed for approval from appropriate personnel 2.4 OSH work instructions are received in accordance with workplace policies and procedures*	2.1. OSH work targets 2.2. OSH Indicators 2.3. OSH work instructions 2.4. Safety and health requirements of tasks 2.5. Workplace guidelines on providing feedback on OSH and security concerns 2.6. OSH regulations Hazard control procedures 2.7. OSH trainings relevant to work	2.1. Communication skills 2.2. Collaborating skills 2.3. Critical thinking skills 2.4. Observation skills
3. Evaluate effectiveness of Occupational Safety and Health work instructions	3.1 OSH Practices are observed based on workplace standards 3.2 Observed OSH practices are measured against approved OSH metrics 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on OSH work standards	3.1. OSH Practices 3.2. OSH metrics 3.3. OSH Evaluation Techniques 3.4. OSH work standards	3.1. Critical thinking skills 3.2. Evaluating skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include but not limited to: 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines
2. OSH Indicators	May include but not limited to: 2.1 Increased of incidents of accidents, injuries 2.2 Increased occurrence of sickness or health complaints/symptoms 2.3 Common complaints of workers' related to OSH 2.4 High absenteeism for work-related reasons
3. OSH Work Instructions	May include but not limited to: 3.1 Preventive and control measures, and targets 3.2 Eliminate the hazard (i.e., get rid of the dangerous machine) 3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.5 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine) 3.7 Use personal protective equipment 3.8 Safety, Health and Work Environment Evaluation 3.9 Periodic and/or special medical examinations of workers
4. OSH metrics	May include but not limited to: 4.1 Statistics on incidence of accident and injuries 4.2 Morbidity (Type and Number of Sickness) 4.3 Mortality (Cause and Number of Deaths) 4.4 Accident Rate

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Identify OSH work practices issues relevant to work requirements 1.2. Identify gaps in work practices related to relevant OSH work standards 1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4. Receive OSH work instructions in accordance with workplace policies and procedures 1.5. Compare Observed OSH practices with against approved OSH work instructions 1.6. Assess findings regarding effectiveness based on OSH work standards
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Facilities, materials, tools and equipment necessary for the activity
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation/Demonstration with oral questioning 3.2 Third party report 3.3 Written exam
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : **EVALUATE ENVIRONMENTAL WORK PRACTICES**
UNIT CODE : **400311326**
UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude to interpret environmental Issues, establish targets to evaluate environmental practices and evaluate effectiveness of environmental practices

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret environmental practices, policies and procedures	1.1 Environmental work practices issues are identified relevant to work requirements 1.2 Environmental Standards and Procedures nature of work are determined based on Applicability to nature of work 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified	1.1 Environmental Issues 1.2 Environmental Work Procedures 1.3 Environmental Laws 1.4 Environmental Hazardous and Non-Hazardous Materials 1.5 Environmental required license, registration or certification	1.1. Analyzing Environmental Issues and Concerns 1.2. Critical thinking 1.3. Problem Solving 1.4. Observation Skills
2. Establish targets to evaluate environmental practices	2.1. Relevant information is gathered necessary to determine environmental work targets 2.2. Environmental Indicators based on gathered information are set to measure environmental work targets 2.3. Indicators are verified with appropriate personnel	2.1. Environmental Indicators 2.2. Relevant Environment Personnel or expert 2.3. Relevant Environmental Trainings and Seminars	2.1. Investigative Skills 2.2. Critical thinking 2.3. Problem Solving 2.4. Observation Skills
3. Evaluate effectiveness of environmental practices	3.1. Work environmental practices are recorded based on workplace standards 3.2. Recorded work environmental practices are compared against planned indicators 3.3. Findings regarding effectiveness are assessed and gaps identified are implemented based on environment work standards and procedures 3.4. Results of environmental assessment are conveyed to appropriate personnel	1.1. Environmental Practices 1.2. Environmental Standards and Procedures	3.1 Documentation and Record Keeping Skills 3.2 Critical thinking 3.3 Problem Solving 3.4 Observation Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Practices Issues	May include but not limited to: 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	May include but not limited to: 2.1 Noise level 2.2 Lighting (Lumens) 2.3 Air Quality - Toxicity 2.4 Thermal Comfort 2.5 Vibration 2.6 Radiation 2.7 Quantity of the Resources 2.8 Volume

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Identified environmental issues relevant to work requirements 1.2. Identified gaps in work practices related to Environmental Standards and Procedures 1.3. Gathered relevant information necessary to determine environmental work targets 1.4. Set environmental indicators based on gathered information to measure environmental work targets 1.5. Recorded work environmental practices are recorded based on workplace standards 1.6. Conveyed results of environmental assessment to appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Workplace/Assessment location 2.2 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.3 Case studies/scenarios relating to environmental protection
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Written/ Oral Examination 3.2 Interview/Third Party Reports 3.3 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad) 3.4 Simulations and role-plays
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed in actual workplace or at the designated TESDA center.</p>

UNIT OF COMPETENCY : FACILITATE ENTREPRENEURIAL SKILLS FOR MICRO-SMALL-MEDIUM ENTERPRISES (MSMEs)

UNIT CODE : 400311327

UNIT DESCRIPTOR : This unit covers the outcomes required to build, operate and grow a micro/small-scale enterprise.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop and maintain micro-small-medium enterprise (MSMEs) skills in the organization	1.1 Appropriate business strategies are determined and set for the enterprise based on current and emerging business environment. 1.2 Business operations are monitored and controlled following established procedures. 1.3 Quality assurance measures are implemented consistently. 1.4 Good relations are maintained with staff/workers. 1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business operation 1.4 Basic Bookkeeping 1.5 Business internal controls 1.6 Basic quality control and assurance concepts 1.7 Government and regulatory processes	1.1 Basic bookkeeping/ accounting skills 1.2 Communication skills 1.3 Building relations with customer and employees 1.4 Building competitive advantage of the enterprise
2. Establish and Maintain client-base/market	2.1 Good customer relations are maintained 2.2 New customers and markets are identified, explored and reached out to. 2.3 Promotions/Incentives are offered to loyal customers 2.4 Additional products and services are evaluated and tried where feasible. 2.5 Promotional/advertising initiatives are carried out where necessary and feasible.	2.1 Public relations concepts 2.2 Basic product promotion strategies 2.3 Basic market and feasibility studies 2.4 Basic business ethics	2.1 Building customer relations 2.2 Individual marketing skills 2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.)
3. Apply budgeting and financial management skills	3.1 Enterprise is built up and sustained through judicious control of cash flows. 3.2 Profitability of enterprise is ensured through appropriate internal controls . 3.3 Unnecessary or lower-priority expenses and purchases are avoided.	3.1 Cash flow management 3.1 Basic financial management 3.2 Basic financial accounting 3.3 Business internal controls	3.1 Setting business priorities and strategies 3.2 Interpreting basic financial statements 3.3 Preparing business plans

RANGE OF VARIABLES

VARIABLE	RANGE
1. Business strategies	May include but not limited to: 1.1. Developing/Maintaining niche market 1.2. Use of organic/healthy ingredients 1.3. Environment-friendly and sustainable practices 1.4. Offering both affordable and high-quality products and services 1.5. Promotion and marketing strategies (e. g., on-line marketing)
2. Business operations	May include but not limited to: 2.1 Purchasing 2.2 Accounting/Administrative work 2.3 Production/Operations/Sales
3. Internal controls	May include but not limited to: 3.1 Accounting systems 3.2 Financial statements/reports 3.3 Cash management
4. Promotional/ Advertising initiatives	May include but not limited to: 4.1 Use of tarpaulins, brochures, and/or flyers 4.2 Sales, discounts and easy payment terms 4.3 Use of social media/Internet 4.4 "Service with a smile" 4.5 Extra attention to regular customers

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate : 1.1. Demonstrated basic entrepreneurial skills 1.2. Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3. Demonstrated ability to manage/operate a micro/small-scale business
2. Resource Implications	The following resources should be provided: 2.1. Simulated or actual workplace 2.2. Tools, materials and supplies needed to demonstrate the required tasks 2.3. References and manuals
3. Methods of Assessment	Competency in this unit may be assessed through : 3.1. Written examination 3.2. Demonstration/observation with oral questioning 3.3. Portfolio assessment with interview 3.4. Case problems
4. Context of Assessment	4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT TITLE : **APPLY QUALITY STANDARDS**
UNIT CODE : **ICT315202**
UNIT DESCRIPTOR : This unit covers the knowledge, skills, attitudes and values needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, organization procedures and customer requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess quality of received materials	1.1. Work instruction is obtained and work is carried out in accordance with standard operating procedures. 1.2. Received materials are checked against workplace standards and specifications. 1.3. Faulty materials related to work are identified and isolated. 1.4. Faults and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures. 1.5. Faulty materials are replaced in accordance with workplace procedures.	1.1. Relevant production processes, materials and products 1.2. Characteristics of materials, software and hardware used in production processes 1.3. Quality checking procedures 1.4. Quality Workplace procedures 1.5. Identification of faulty materials related to work	1.1. Reading skills required to interpret work instruction 1.2. Critical thinking 1.3. Interpreting work instructions
2. Assess own work	2.1 Documentation relative to quality within the company is identified and used. 2.2 Completed work is checked against workplace standards relevant to the task undertaken. 2.3 Errors are identified and isolated. 2.4 Information on the quality and other indicators of production performance are recorded in accordance with workplace procedures. 2.5 In cases of deviations from specific quality standards , causes are documented and reported in accordance with the workplace' s	2.1. Safety and environmental aspects of production processes 2.2. Fault identification and reporting 2.3. Workplace procedure in documenting completed work 2.4. Workplace Quality Indicators	2.1. Carry out work in accordance with OHS policies and procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	standards operating procedures.		
3. Engage in quality improvement	3.1 Process improvement procedures are participated in relative to workplace assignment. 3.2 Work is carried out in accordance with process improvement procedures. 3.3 Performance of operation or quality of product of service to ensure customer satisfaction is monitored.	3.1. Quality improvement processes 3.2. Company customers defined	3.1. Solution providing and decision-making 3.2. Practice company process improvement procedure

RANGE OF VARIABLES

VARIABLE	RANGE
1 Materials	1.1 Materials may include but not limited to: 1.1.1. Manuals 1.1.2. Job orders 1.1.3. Instructional videos
2 Faults	2.1 Faults may include but not limited to: 2.1.1. Materials not to specification 2.1.2. Materials contain incorrect/outdated information 2.1.3. Hardware defects 2.1.4. Materials that do not conform with any regulatory agencies
3 Documentation	3.1 Organization work procedures 3.2 Manufacturer's instruction manual 3.3 Customer requirements 3.4 Forms
4 Errors	4.1 Errors may be related but not limited to the following: 4.1.1. Deviation from the requirements of the Client 4.1.2. Deviation from the requirement of the organization
5 Quality standards	5.1 Quality standards may be related but not limited to the following: 5.1.1. Materials 5.1.2. Hardware

	5.1.3. Final product 5.1.4. Production processes 5.1.5. Customer service
6 Customer	6.1 Co-worker 6.2 Supplier/Vendor 6.3 Client 6.4 Organization receiving the product or service

EVIDENCE GUIDE

1 Critical aspect of competency	Assessment requires evidence that candidate: 1.1 Carried out work in accordance with the company's standard operating procedures 1.2 Performed task according to specifications 1.3 Reported defects detected in accordance with standard operating procedures 1.4 Carried out work in accordance with the process improvement procedures
2 Method of assessment	The assessor may select two (2) of the following assessment methods to objectively assess the candidate: 2.1 Observation 2.2 Questioning 2.3 Practical demonstration
3 Resource implication	3.1 Materials, software and hardware to be used in a real or simulated situation
4 Context of Assessment	4.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT TITLE : **PERFORM COMPUTER OPERATIONS**
UNIT CODE : ICT311203
UNIT DESCRIPTOR : This unit covers the knowledge, skills, (and) attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined 1.2. Appropriate hardware and software are selected according to task assigned and required outcome 1.3. Task is planned to ensure OH&S guidelines and procedures are followed	1.1. Main types of computers and basic features of different operating systems 1.2. Main parts of a computer 1.3. Information on hardware and software 1.4. Data security guidelines	1.1. Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals. 1.2. Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. 1.3. Interpreting user manuals and security guidelines
2. Input data into computer	2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3. Inputted data are stored in storage media according to requirements 2.4. Work is performed within ergonomic guidelines	2.1. Basic ergonomics of keyboard and computer user 2.2. Storage devices and basic categories of memory 2.3. Relevant types of software	2.1. Technology skills to use equipment safely including keyboard skills. 2.2. Entering data
3. Access information using computer	3.1. Correct program/application is selected based on job requirements 3.2. Program/application containing the information required is accessed according to company procedures 3.3. Desktop icons are correctly selected, opened and closed for navigation purposes	3.1. General security, privacy legislation and copyright 3.2. Productivity Application 3.3. Business Application	3.1. Accessing information 3.2. Searching and browsing files and data

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.4. Keyboard techniques are carried out in line with OH&S requirements for safe use of keyboards		
4. Produce/output data using computer system	4.1. Entered data are processed using appropriate software commands 4.2. Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3. Files, data are transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures	4.1. Computer application in printing, scanning and sending facsimile 4.2. Types and function of computer peripheral devices	4.1. Computer data processing 4.2. Printing of data 4.3. Transferring files and data
5. Maintain computer equipment and systems	5.1. Systems for cleaning, minor maintenance and replacement of consumables are implemented 5.2. Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3. Basic file maintenance procedures are implemented in line with the standard operating procedures	5.1 Computer equipment/system basic maintenance procedures 5.2 Viruses 5.3 OH&S principles and responsibilities 5.4 Calculating computer capacity 5.5 System Software 5.6 Basic file maintenance procedures	5.1 Removing computer viruses from infected machines 5.2 Making backup files

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	1.1. Personal computers 1.2. Networked systems 1.3. Communication equipment 1.4. Printers 1.5. Scanners 1.6. Keyboard 1.7. Mouse
2. Software	Software includes the following but not limited to: 2.1. Word processing packages 2.2. Data base packages 2.3. Internet 2.4. Spreadsheets
3. OH & S guidelines	3.1. OHS guidelines 3.2. Enterprise procedures
4. Storage media	Storage media include the following but not limited to: 4.1. diskettes 4.2. CDs 4.3. zip disks 4.4. hard disk drives, local and remote
5. Ergonomic guidelines	5.1. Types of equipment used 5.2. Appropriate furniture 5.3. Seating posture 5.4. Lifting posture 5.5. Visual display unit screen brightness
6. Desktop icons	Icons include the following but not limited to: 6.1. directories/folders 6.2. files 6.3. network devices 6.4. recycle bin
7. Maintenance	7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date security solution programs 7.7. Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

<p>1. Critical aspect of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system
<p>2. Method of assessment</p>	<p>2.1. The assessor may select two of the following assessment methods to objectively assess the candidate:</p> <ul style="list-style-type: none"> 2.1.1. Observation 2.1.2. Questioning 2.1.3. Practical demonstration
<p>3. Resource implication</p>	<ul style="list-style-type: none"> 3.1. Computer hardware with peripherals 3.2. Appropriate software
<p>4. Context of Assessment</p>	<p>4.1. Assessment may be conducted in the workplace or in a simulated work environment</p>

CORE COMPETENCIES

UNIT OF COMPETENCY: COLLABORATE WORK ACTIVITIES WITH CLIENTS

UNIT CODE: CS-ICT351201

UNIT DESCRIPTOR: This unit covers the outcomes required in communicating information about client's activities, avoiding workplace miscommunication, communicating thoughts and ideas using different communication platforms and facilitating cloud-based collaborative work application.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	Required Knowledge	Required Skills
1. Communicate information about client's activities	1.1 <i>Communication platforms</i> to be used is identified based on industry standards 1.2 Effective and clear communication is demonstrated based on industry standards 1.3 Verbal and written communication is performed when required based on industry standards 1.4 Communication and negotiation skills are applied and maintained in all relevant situations based on industry standards 1.5 <i>Information about client's activities</i> is confirmed with the client based on industry standards	1.1 Effective verbal communication methods 1.2 Business writing 1.3 Communication applications 1.4 Workplace etiquette	1.1 Effective communication skills 1.2 Writing skills 1.3 Analytical skill 1.4 Empathy 1.5 Attention to details 1.6 Logical Thinking
2. Avoid workplace miscommunication	2.1 <i>Communication barriers</i> are identified based on industry standards 2.2 Communication barriers are resolved based on industry standards	2.1 Culture 2.2 Communication Barriers 2.3 Effective verbal communication methods	2.1 Effective communication skills 2.2 Writing skills 2.3 Analytical skill

	2.3 Workplace miscommunications are avoided based on industry standards		2.4 Empathy 2.5 Attention to details 2.6 Logical Thinking
3. Communicate thoughts and ideas using different communication platforms	3.1 Different communication platforms are identified in accordance with client's preference. 3.2 Communications are made through client's preferred communication platforms 3.3 Ideas are effectively shared and relayed in an appropriate manner based on industry standards 3.4 Contingency measures is utilized based on industry standards, when necessary	3.1 Email platforms 3.2 Social Media messaging platforms 3.3 Instant Messaging platforms 3.4 Other communication platforms 3.5 Netiquette	3.1 Effective communication skills 3.2 Writing skills 3.3 Analytical skill 3.4 Empathy 3.5 Attention to details 3.6 Logical Thinking
4. Facilitate cloud-based collaborative work application	4.1 Required cloud-based collaborative work application are identified based on the client's requirements 4.2 Basic functions of cloud-based collaborative work application are familiarized based on industry standards 4.3 Work activities are facilitated through cloud-based collaborative work application based on industry standards 4.4 Confidential information inside the document is secure based on industry standards 4.5 Client is notified of the finished or updated task for review based on industry standards	4.1 Cloud 4.2 Cloud-based applications 4.3 File-sharing platforms 4.4 Internet Collaboration 4.5 Connectivity 4.6 Internet 4.7 Data Privacy Act of 2012	4.1 Effective communication skills 4.2 Analytical skill 4.3 Organization Skills 4.4 Attention to details 4.5 Logical Thinking

RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication platforms	May include but not limited to: 1.1 Emails 1.2 Social Media 1.3 Instant Messaging Applications 1.4 Channels
2. Information about client's activities	May include but not limited to: 2.1 Meetings 2.2 Appointments 2.3 Tasks
3. Communication barriers	May include but not limited to: 3.1 Cultural Barriers 3.2 Physical Barriers 3.3 Psychological Barriers 3.4 Technological Barriers
4. Ideas	May include but not limited to: <i>Ways on improvement of client's:</i> 4.1 tasks 4.2 time management 4.3 processes 4.4 procedures
5. Cloud-based collaborative work application	May include but not limited to: 5.1 File-sharing software 5.2 Document Collaborative Software 5.3 Spreadsheet Collaborative Software 5.4 Project Management Tools 5.5 Calendar Management Tools 5.6 Email Management Tools
6. Work activities	May include but not limited to: 6.1 monitoring of performance of Virtual Assistants (VAs) 6.2 drafting of contracts 6.3 report generation 6.4 organization of files and documents of the company
7. Contingency measures	May include but not limited to: 7.1 using other applications 7.2 use of mobile data 7.3 use of other power source

EVIDENCE GUIDE

1. Critical aspects of competency	<ul style="list-style-type: none"> 1.1 Communicated information about client's activities 1.2 Avoided workplace miscommunication 1.3 Communicated thoughts and ideas using different communication platforms 1.4 Facilitated cloud-based collaborative work application
2. Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Facilities, equipment, tools, materials and supplies relevant to the unit of competency
3. Methods of assessment	<p>Competency in this unit must be assessed through any or combination of the following:</p> <ul style="list-style-type: none"> 3.1 Demonstration with questioning 3.2 Written Test 3.3 Oral questioning/interview
4. Context for assessment	<ul style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center

UNIT OF COMPETENCY: UTILIZE BASE OFFICE SUITE APPLICATIONS

UNIT CODE: CS-ICT351202

UNIT DESCRIPTOR: This unit covers the outcomes required in organizing data utilizing spreadsheet applications, producing written report using document processing application and creating presentations utilizing presentation applications.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	Required Knowledge	Required Skills
1. Organize data utilizing spreadsheet applications	1.1 Client's requirements are comprehended based on industry standards 1.2 Spreadsheet is accessed using work account provided by the client/company based on company procedures 1.3 Data is inputted and organized in the spreadsheet application based on client's requirements 1.4 Data is organized according to client's requirements 1.5 Visualizations are utilized based client's requirements 1.6 Data is presented in an easy-to-understand manner based on client's requirements 1.7 Collaboration with the client is conducted in clarifying requirements based on industry standards	1.1 Worksheets 1.2 Formatting Options 1.3 Design and Layout Options 1.4 Formulas 1.5 Reports 1.6 Pivot Tables 1.7 Visualizations 1.8 Work account	1.1 Data Entry Skills 1.2 Organization Skills 1.3 Computational Skills 1.4 Logical Thinking 1.5 Digital Literacy skills 1.6 Attention to detail 1.7 Effective communication skills
2. Produce written report using document processing application	2.1 Client's requirements are comprehended based on industry standards 2.2 Document is accessed using work account provided by the client/company based on company procedures	2.1 Document Processing Applications 2.2 Formatting Options 2.3 Design and Layout Options	2.1 Writing Skills 2.2 Data Entry Skills 2.3 Effective Communication Skills

	<p>2.3 Information is collated in a systemized manner based on industry standards</p> <p>2.4 Encoding of data in the document processing application based on client's requirements</p> <p>2.5 Written report is organized according to client's requirements</p> <p>2.6 Written report is presented in an easy-to-understand and formatted based on client's requirements</p> <p>2.7 PDF manipulations is performed based on client's requirement</p> <p>2.8 Electronic signing of document is performed based on client's requirement</p> <p>2.9 Collaboration with the client is conducted in clarifying requirements based on industry standards</p>	<p>2.4 Written report</p> <p>2.5 Work account</p> <p>2.6 Visualizations</p>	<p>2.4 Organization Skills</p> <p>2.5 Research Skills</p> <p>2.6 Digital literacy skills</p> <p>2.7 Attention to detail</p> <p>2.8 Effective communication skills</p>
<p>3. Create presentations utilizing presentation application</p>	<p>3.1 Client's requirements are comprehended based on industry standards</p> <p>3.2 Presentation is accessed using work account provided by the client/company based on company procedures</p> <p>3.3 Graphics and texts to be used are collated based on client's requirements</p> <p>3.4 Presentations are organized according to client's requirements</p> <p>3.5 Presentations are presented in an eye-catching and pleasing manner based on industry standards</p>	<p>3.1 Presentation Applications</p> <p>3.2 Formatting Options</p> <p>3.3 Design and Layout Options</p> <p>3.4 Shapes and Text</p> <p>3.5 Transitions and Animations</p> <p>3.6 Work account</p>	<p>3.1 Design Skills</p> <p>3.2 Data Entry Skills</p> <p>3.3 Effective Communication Skills</p> <p>3.4 Organization Skills</p> <p>3.5 Logical Thinking</p> <p>3.6 Research Skills</p> <p>3.7 Attention to detail</p>

	3.6 Collaboration with the client is conducted in clarifying requirements based on industry standards		3.8 Effective communication skills
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Spreadsheet Application	May include but not limited to: 1.1. Google Sheets 1.2. MS Excel 1.3. Numbers 1.4. Kingsoft Spreadsheets
2. Written report	May include but not limited to: 2.1. Business Reports 2.2. Research 2.3. Summaries 2.4. Proposals 2.5. Letters 2.6. Project Details 2.7. Documentation Reports
3. Presentations	May include but not limited to: 3.1. Pitches 3.2. Business Reports 3.3. Documentation Reports 3.4. Summaries 3.5. Project Proposals 3.6. Lecture Materials
4. Client's requirements	May include but not limited to: 4.1. Financial report 4.2. Pitch deck 4.3 Attendance of employees
5. Visualizations	May include but not limited to: 5.1. chart 5.2 graphs 5.3 pivot tables
6. PDF manipulations	May include but not limited to: 6.1. Splitting 6.2. Extracting 6.3 Converting

EVIDENCE GUIDE

1. Critical aspects of competency	1.1 Organized data utilizing spreadsheet applications 1.2 Produced written report using document processing application. 1.3 Created presentations utilizing presentation applications
2. Resource implications	The following resources should be provided: 2.1 Computer 2.2 Office suite applications 2.3 Sample data 2.4 Sample client's requirements
3. Methods of assessment	Competency in this unit must be assessed through any or combination of the following: 3.1 Demonstration with questioning 3.2 Written Test 3.3 Oral questioning/interview
4. Context for assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center

UNIT OF COMPETENCY: MANAGE CLIENT’S CALENDAR

UNIT CODE: CS-ICT351203

UNIT DESCRIPTOR: This unit covers the outcomes required in advising client on their schedule, organizing client’s calendar and managing client’s conflicting schedules.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	Required Knowledge	Required Skills
1. Advise client on their schedule	1.1 Information about client’s schedule is communicated to the client based on industry standard 1.2 Clarifications regarding client’s activities are answered based on industry standards 1.3 Change in schedule and client activity is communicated with the client based on industry standard	1.1 Calendar Management Application 1.2 Communication Platforms 1.3 Scheduling of activities	1.1 Management Skills 1.2 Organization Skills 1.3 Logical Thinking 1.4 Effective Communication Skills
2. Organize client’s calendar	2.1 Calendar software is identified based on client’s or company preference 2.2 Checking time zone of the calendar software is performed prior encoding client’s activities 2.3 100% of the client’s scheduled activities are entered into the calendar software based on industry standards 2.4 Complete information about the client’s scheduled activities is inputted into the calendar software based on industry standards 2.5 Client’s calendar is labelled and color coded based on	2.1 Calendar Management Application 2.2 Communication Platforms 2.3 Events 2.4 Tasks 2.5 Time zones 2.6 Agendas 2.7 Invitations	2.1 Management Skills 2.2 Organization Skills 2.3 Logical Thinking 2.4 Effective Communication Skills 2.5 Analytical Thinking 2.6 Critical thinking Skills 2.7 Time management skills

	company or industry standards		2.8 Attention to detail
3. Manage client's conflicting schedules	<p>3.1 Possible time conflicts in activities are anticipated based on client's schedule</p> <p>3.2 Other available schedule is coordinated with client regarding conflicting schedule based on industry standards</p> <p>3.3 Last-minute changes to client's activities are managed based on industry standards</p> <p>3.4 Last-minute changes to client's activities are notified to the other party based on industry standards</p> <p>3.5 Conflicting schedules are resolved with client based on industry standards</p>	<p>3.1 Calendar Management Application</p> <p>3.2 Communication Platforms</p> <p>3.3 Priority Management</p> <p>3.4 Conflict handling and resolution</p> <p>3.5 GPS and Maps</p> <p>3.6 Boundary setting</p> <p>3.7 Allowance for errors</p>	<p>3.1 Management Skills</p> <p>3.2 Organization Skills</p> <p>3.3 Logical Thinking</p> <p>3.4 Effective Communication Skills</p> <p>3.5 Analytical Thinking</p> <p>3.6 Critical thinking Skills</p> <p>3.7 Time management skills</p> <p>3.8 Negotiation Skills</p> <p>3.9 Conflict handling skills</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Calendar software	May include but not limited to: 1.1 Google calendar 1.2 Outlook 1.3 Calendly
2. Last-minute changes to client's activities	May include but not limited to: 2.1 Change of appointment 2.2 General emergencies 2.3 Change of mind of client 2.4 Conflict in schedule
3. Other party	May include but not limited to: 3.1 Client's customer 3.2 Client's employee 3.3 Client's contact person

EVIDENCE GUIDE

5. Critical aspects of competency	5.1 Advised client on their schedule 5.2 Organized client's calendar 5.3 Managed conflicting schedules
6. Resource implications	The following resources should be provided: 6.1 Computer 6.2 Calendar management application
7. Methods of assessment	Competency in this unit must be assessed through any or combination of the following: 7.1 Demonstration with questioning 7.2 Written Test 7.3 Oral questioning/interview
8. Context for assessment	8.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center

UNIT OF COMPETENCY: MANAGE CLIENT’S EMAIL

UNIT CODE: CS-ICT351204

UNIT DESCRIPTOR: This unit covers the outcomes required in organizing client’s emails and responding to clients’ emails while maintaining confidentiality of client’s personal and sensitive information.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	Required Knowledge	Required Skills
1. Organize client’s emails	1.1 Client’s email is accessed through client’s Login credentials based on industry standards 1.2 Client’s login credentials are secured based on data privacy law and industry standards 1.3 1.Emails are categorized according to their subjects based on company or industry standards 1.4 Urgent emails are identified based on company or industry standards 1.5 Unnecessary or spam emails are deleted based on company or industry standards 1.6 Personal information of the client is secured and kept confidential following data privacy laws and company and industry standards	1.1 Email Application 1.2 Proper Email Formats 1.3 Labels and Folders 1.4 Email Options 1.5 Filters 1.6 Email Integrations 1.7 Newsletters 1.8 Promotions 1.9 Spams 1.10 Data privacy Law 1.11 Information security related laws standards 1.12 Work ethics	1.1 Writing Skills 1.2 Data Entry Skills 1.3 Management Skills 1.4 Organization Skills 1.5 Logical Thinking 1.6 Effective Communication Skills 1.7 Observing information security
2. Respond to client’s emails	2.1 Email content is comprehended based on the industry standards 2.2 Content of received emails is communicated to the client based on industry standards	2.1 Email Protocol and Systems 2.2 Templates 2.3 Automation 2.4 AI Tools	2.1 Writing Skills 2.2 Data Entry Skills 2.3 Management Skills

	<p>2.3 Email response is drafted based on the response of client</p> <p>2.4 Email response is sent to the target receiver according to industry standards</p> <p>2.5 Generative Artificial Intelligence (AI) applications is utilized in drafting email, if applicable</p> <p>2.6 Contents of email is checked for malicious attachments or contents based on cybersecurity standards</p>	<p>2.5 Data privacy</p> <p>2.6 Cybersecurity related standards</p>	<p>2.4 Organization Skills</p> <p>2.5 Logical Thinking</p> <p>2.6 Effective Communication Skills</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. categorized	May include but not limited to: 1.4 labelled 1.5 color coded 1.6 organized in folder
2. urgent emails	May include but not limited to: 2.1 last minute changes 2.2 deadlines
3. Unnecessary or spam emails	May include but not limited to: 3.1 Phishing emails 3.2 False advertisements 3.3 Fake invoices
4. Personal information of the client	May include but not limited to: 4.1 Name 4.2 Birthday 4.3 Credit Card number 4.4 Address
5. malicious attachments or contents	May include but not limited to: 5.1 Executable files 5.2 Script files

EVIDENCE GUIDE

1. Critical aspects of competency	1.1 Organized client's emails 1.2 Responded to client's emails
2. Resource implications	The following resources should be provided: 2.1 Computer 2.2 Appropriate applications and software
3. Methods of assessment	Competency in this unit must be assessed through any or combination of the following: 3.1 Demonstration with questioning 3.2 Written Test 3.3 Oral questioning/interview
4. Context for assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center

**UNIT OF COMPETENCY: ORGANIZE CLIENT’S ACTIVITIES AND PROJECTS
UTILIZING PROJECT MANAGEMENT TOOLS**

UNIT CODE: CS-ICT351205

UNIT DESCRIPTOR: This unit covers the outcomes required in compiling and document information regarding client’s activities, organizing client’s activities and advising client on the status of their activities and projects.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	Required Knowledge	Required Skills
1. Compile and document information regarding client’s activities	1.1 Information regarding client’s projects and activities is collected from proper sources based on industry standards 1.2 Information collected is recorded in the project management tool based on industry standards 1.3 Information from persons is documented based on industry standards.	1.1 Project Management application 1.2 Process flow chart 1.3 The 5 stages of the project management process 1.4 Data privacy 1.5 Information security related policies	1.1 Management Skills 1.2 Organization Skills 1.3 Logical Thinking 1.4 Effective Communication Skills 1.5 Analytical Thinking 1.6 Critical thinking Skills 1.7 Time management skills 1.8 Negotiation Skills 1.9 Conflict handling skills
2. Organize client’s activities	2.1 100% of client’s projects and activities are entered into the project management software based on industry standards 2.2 Complete information about the client’s projects and	1.1 2Project Plan 1.2 Timeline 1.3 Project Charter 1.4 Process flow chart	2.1 Management Skills 2.2 Organization Skills 2.3 Logical Thinking

	<p>activities is inputted into the project management software based on industry standards</p> <p>2.3 Client's activities/projects are labelled and color coded based on company standards and/or client's preference</p>	<p>1.5 Project updates</p> <p>1.6 Delays</p> <p>1.7 Bottlenecks</p>	<p>2.4 Effective Communication Skills</p> <p>2.5 Analytical Thinking</p> <p>2.6 Critical thinking Skills</p> <p>2.7 Time management skills</p> <p>2.8 Negotiation Skills</p> <p>2.9 Conflict handling skills</p> <p>2.10 Digital literacy</p>
<p>3. Advise client on the status of their activities and projects</p>	<p>3.1 Information about the client's projects is communicated to the client based on industry standards, when requested</p> <p>3.2 Clarifications regarding client's projects and activities are answered based on industry standards</p> <p>3.3 Due dates and changes in the activities and projects are notified with the client based on industry standards</p>	<p>3.1 Project management applications</p> <p>3.2 Communication Platforms</p>	<p>3.1 Management Skills</p> <p>3.2 Organization Skills</p> <p>3.3 Logical Thinking</p> <p>3.4 Effective Communication Skills</p> <p>3.5 Digital literacy</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information regarding client's projects and activities	May include but not limited to: 1.1 Weekly meeting/Agenda 1.2 Reports 1.3 Policies
2. persons	May include but not limited to: 2.1 Client's co-worker 2.2 New hires
3. project management software	May include but not limited to: 3.1 ClickUp 3.2 Trello 3.3 Monday.com 3.4 Asana 3.5 HubSpot

EVIDENCE GUIDE

1. Critical aspects of competency	1.1 Compiled and document information regarding client's activities 1.2 Organized client's activities 1.3 Advised client on the status of their activities and projects
2. Resource implications	The following resources should be provided: 2.1 Computer 2.2 Appropriate applications and software
3. Methods of assessment	Competency in this unit must be assessed through any or combination of the following: 3.1 Demonstration with questioning 3.2 Written Test 3.3 Oral questioning/interview
4. Context for assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center

GLOSSARY OF TERMS

Agenda	A list or plan of items to be discussed or done at a meeting or business event.
Calendar Management Application	Software designed to help users organize their appointments, meetings, and events efficiently.
Client	A person or organization that receives services or goods from a provider in return for payment.
Cloud-based collaborative work application	Software tools hosted on remote servers that allow multiple users to work on documents or projects simultaneously over the internet.
Document processing application	Software used to create, edit, format, and print documents.
Easy-to-understand manner	Information presented in a way that is simple and clear, making it accessible and comprehensible to a wide audience.
Electronic signing	A method for signing documents digitally, which eliminates the need for physical signatures and can be legally binding.
Email	A method of exchanging messages between people using electronic devices.
Generative Artificial Intelligence	AI technology that can generate text, images, and other content based on the patterns it has learned from large datasets.
PDF	Portable Document Format, a file format developed by Adobe that captures and sends electronic documents in exactly the intended format.
Presentation applications	Software used to create slideshows or presentations, typically featuring a combination of text, images, and multimedia.
Project Management Tools	Software applications that help individuals or teams organize, manage, and document their projects effectively. They often include features for task scheduling, resource allocation, and collaboration.
Spreadsheet application	A computer program used for organizing, analyzing, and storing data in tabular form.
Spam	Irrelevant or unsolicited messages sent over the internet, typically to large numbers of users, for the purposes of advertising, phishing, spreading malware, etc.
Time zone	A region of the globe that observes a uniform standard time for legal, commercial, and social purposes.
Written report	A document that presents and discusses information in a structured format for a specific audience and purpose.

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