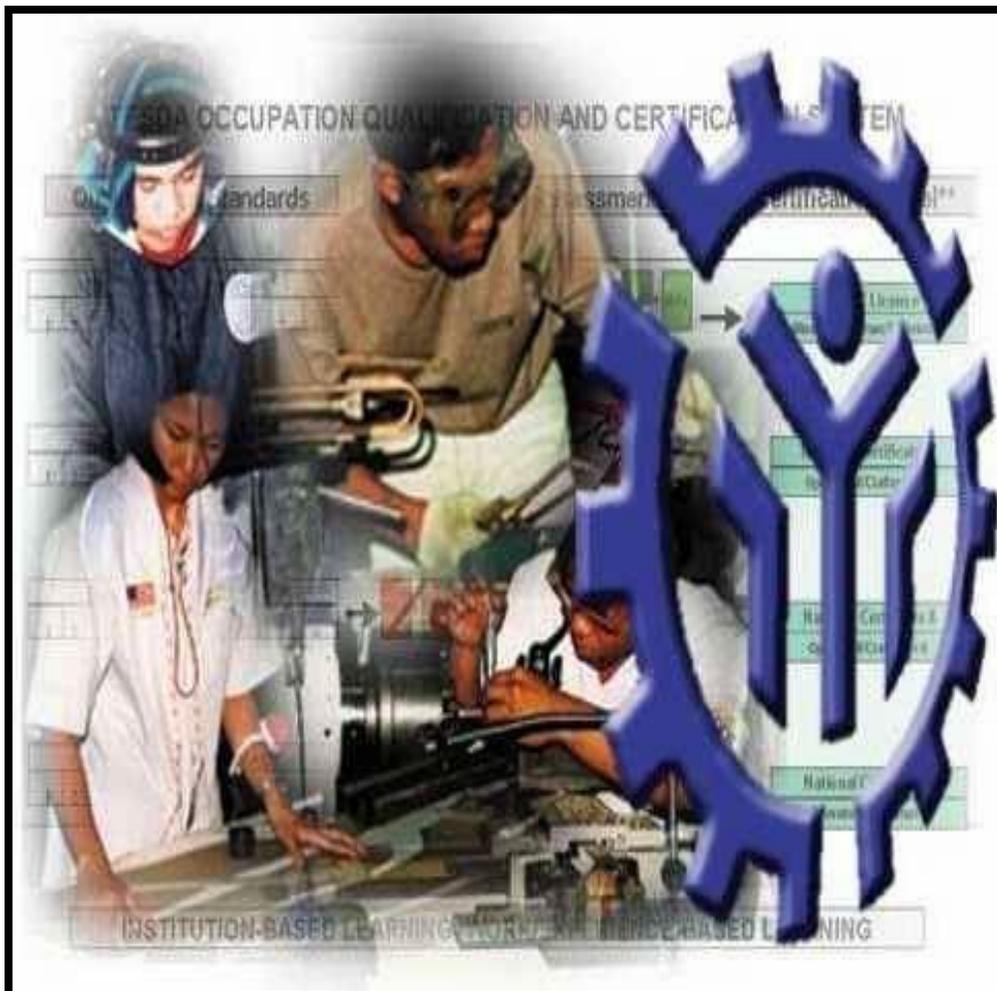# TRAINING REGULATIONS

BOOKKEEPING NC III

HEALTH, SOCIAL, AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City

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SECTION 1   BOOKKEEPING NC III QUALIFICATION

The BOOKKEEPING NC III Qualification consists of competencies that a person must achieve to enable him/her to journalize transactions, post transactions, prepare trial balance, prepare financial reports and review internal control system.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
	Units of Competency
500311109	Lead workplace communication
500311110	Lead small team
500311111	Develop and practice negotiation skills
500311112	Solve problems related to work activities
500311113	Use mathematical concepts and techniques
500311114	Use relevant technologies

CODE NO.	COMMON COMPETENCIES
	Units of Competency
HCS315202	Apply quality standards
HCS311201	Perform computer operations
HCS913201	Maintain an effective relationship with clients and customers
HCS913202	Manage own performance

CODE NO.	CORE COMPETENCIES
	Units of Competency
HCS412301	Journalize transactions
HCS412302	Post transactions
HCS412303	Prepare trial balance
HCS412304	Prepare financial reports
HCS412305	Review internal control system

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

- ❑ Bookkeeper
- ❑ Accounting Clerk

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in BOOKKEEPING NC III. These units of competency are categorized into basic, common and core competencies.

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE   **: 500311109**

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 *Italicized terms* are elaborated in the Range of Variables
1. Communicate information about workplace processes	1.1. Appropriate *communication method* is selected 1.2. Multiple operations involving several topics areas are communicated accordingly 1.3. Questions are used to gain extra information 1.4. Correct sources of information are identified 1.5. Information is selected and organized correctly 1.6. Verbal and written reporting is undertaken when required 1.7. Communication skills are maintained in all situations
2. Lead workplace discussions	2.1. Response to workplace issues are sought 2.2. Response to workplace issues are provided immediately 2.3. Constructive contributions are made to workplace discussions on such issues as production, quality and safety 2.4. Goals/objectives and action plan undertaken in the workplace are communicated
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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Methods of communication	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

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1. Dealt with a range of communication/information at one time
	1.2. Made constructive contributions in workplace issues
	1.3. Sought workplace issues effectively
	1.4. Responded to workplace issues promptly
	1.5. Presented information clearly and effectively written form
	1.6. Used appropriate sources of information
	1.7. Asked appropriate questions
	1.8. Provided accurate information
2. Underpinning knowledge	2.1. Organization requirements for written and electronic communication methods
	2.2. Effective verbal communication methods
3. Underpinning Skills	3.1. Organize information
	3.2. Understand and convey intended meaning
	3.3. Participate in variety of workplace discussions
	3.4. Comply with organization requirements for the use of written and electronic communication methods
4. Resource Implications	The following resources MUST be provided:
	4.1. Variety of Information
	4.2. Communication tools
	4.3. Simulated workplace
5. Methods of Assessment	Competency may be assessed through:
	5.1. Direct Observation
	5.2. Interview
6. Context for Assessment	6.1. Competency may be assessed in the workplace or in simulated workplace environment
	6.2. Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY   :   LEAD SMALL TEAMS

UNIT CODE   :   500311110

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

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Provide team leadership	1.1. ***Work requirements*** are identified and presented to team members 1.2. Reasons for instructions and requirements are communicated to team members 1.3. ***Team members' queries and concerns*** are recognized, discussed and dealt with
2. Assign responsibilities	2.1. Duties, and responsibilities are allocated having regard to the skills, knowledge and aptitude required to properly undertake the assigned task and according to company policy 2.2. Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible
3. Set performance expectations for team members	3.1. Performance expectations are established based on client needs and according to assignment requirements 3.2. Performance expectations are based on individual team members duties and area of responsibility 3.3. Performance expectations are discussed and disseminated to individual team members

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ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
4. Supervised team performance	4.1. ***Monitoring of performance*** takes place against defined performance criteria and/or assignment instructions and corrective action taken if required 4.2. Team members are provided with ***feedback***, positive support and advice on strategies to overcome any deficiencies 4.3. ***Performance issues*** which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy 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 4.5. Team operations are monitored to ensure that employer/client 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	1.1. Client Profile 1.2. Assignment instructions
2. Team member's concerns	2.1. Roster/shift details
3. Monitor performance	3.1. Formal process 3.2. Informal process
4. Feedback	4.1. Formal process 4.2. Informal process
5. Performance issues	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

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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.	Underpinning Knowledge	2.1. Company policies and procedures 2.2. Relevant legal requirements 2.3. How performance expectations are set 2.4. Methods of Monitoring Performance 2.5. Client expectations 2.6. Team member's duties and responsibilities
3.	Underpinning Skills	3.1. Communication skills required for leading teams 3.2. Informal performance counseling skills 3.3. Team building skills 3.4. Negotiating skills
4.	Resource Implications	The following resources **MUST** be provided: 4.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2. Materials relevant to the proposed activity or task
5.	Methods of Assessment	Competency may be assessed through: 5.1. Direct observations of work activities of the individual member in relation to the work activities of the group 5.2. Observation of simulation and/or role play involving the participation of individual member to the attainment of organizational goal 5.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6.	Context for Assessment	6.1. Competency assessment may occur in workplace or any appropriately simulated environment 6.2. Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY: DEVELOP AND PRACTICE NEGOTIATION SKILLS

UNIT CODE   : **500311111**

UNIT DESCRIPTOR   : This unit covers the skills, knowledge and attitudes required to collect information in order to negotiate to a desired outcome and participate in the negotiation.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	
1. Plan negotiations	1.1	Information on *preparing for negotiation* is identified and included in the plan
	1.2	Information on creating *non verbal environments* for positive negotiating is identified and included in the plan
	1.3	Information on *active listening* is identified and included in the plan
	1.4	Information on different *questioning techniques* is identified and included in the plan
		Information is checked to ensure it is correct and up-to- date
2. Participate in negotiations	2.1	*Criteria for successful outcome* are agreed upon by all parties
	2.2	Desired outcome of all parties are considered
	2.3	Appropriate language is used throughout the negotiation
	2.4	A variety of questioning techniques are used
	2.5	The issues and processes are documented and agreed upon by all parties
	2.6	Possible solutions are discussed and their viability assessed
		Areas for agreement are confirmed and recorded
	2.7	Follow-up action is agreed upon by all parties

RANGE OF VARIABLES

VARIABLE	RANGE

1. Preparing for negotiation	1.1 Background information on other parties to the negotiation
	1.2 Good understanding of topic to be negotiated
	1.3 Clear understanding of desired outcome/s
	1.4 Personal attributes
	    1.4.1. self awareness
	    1.4.2. self esteem
	    1.4.3. objectivity
	    1.4.4. empathy
	    1.4.5. respect for others
	1.5 Interpersonal skills
	    1.5.1. listening/reflecting
	    1.5.2. non verbal communication
	    1.5.3. assertiveness
	    1.5.4. behavior labeling
	    1.5.5. testing understanding
	    1.5.6. seeking information
	    1.5.7. self disclosing
	1.6 Analytic skills
	    1.6.1. observing differences between content and process
	    1.6.2. identifying bargaining information
	    1.6.3. applying strategies to manage process
	    1.6.4. applying steps in negotiating process
	    1.6.5. strategies to manage conflict
	    1.6.6. steps in negotiating process
	    1.6.7. options within organization and externally for resolving conflict

2. Non verbal environments	2.1 Friendly reception 2.2 Warm and welcoming room 2.3 Refreshments offered 2.4 Lead in conversation before negotiation begins
3. Active listening	3.1 Attentive 3.2 Don't interrupt 3.3 Good posture 3.4 Maintain eye contact 3.5 Reflective listening
4. Questioning techniques	4.1 Direct 4.2 Indirect 4.3 Open-ended

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Demonstrated sufficient knowledge of the factors influencing negotiation to achieve agreed outcome 1.2. Participated in negotiation with at least one person to achieve an agreed outcome
2. Underpinning Knowledge and Attitude	2.1. Codes of practice and guidelines for the organization 2.2. Organizations policy and procedures for negotiations 2.3. Decision making and conflict resolution strategies procedures 2.4. Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation 2.5. Flexibility 2.6. Empathy
3. Underpinning Skills	3.1. Interpersonal skills to develop rapport with other parties 3.2. Communication skills (verbal and listening) 3.3. Observation skills 3.4. Negotiation skills
4. Resource Implications	The following resources **MUST** be provided: 4.1 Room with facilities necessary for the negotiation process 4.2 Human resources (negotiators)
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation/demonstration and questioning 5.2 Portfolio assessment 5.3 Oral and written questioning 5.4 Third party report
6. Context for Assessment	6.1 Competency to be assessed in real work environment or in a simulated workplace setting.

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UNIT OF COMPETENCY : **SOLVE PROBLEMS RELATED TO WORK ACTIVITIES**

UNIT CODE : **500311112**

UNIT DESCRIPTOR : This unit of 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 of problems.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	
1. Identify the problem	1.1.	Variances are identified from normal operating parameters; and product quality
	1.2.	Extent, cause and nature are of the problem are defined through observation, investigation and **analytical techniques**
	1.3.	**Problems** are clearly stated and specified
2. Determine fundamental causes of the problem	2.1.	Possible causes are identified based on experience and the use of problem solving tools / analytical techniques.
	2.2.	Possible cause statements are developed based on findings
	2.3.	Fundamental causes are identified per results of investigation conducted
3. Determine corrective action	3.1.	All possible options are considered for resolution of the problem
	3.2.	Strengths and weaknesses of possible options are considered
	3.3.	Corrective actions are determined to resolve the problem and possible future causes
	3.4.	**Action *plans*** are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures
4. Provide recommendation/s to manager	4.1.	Report on recommendations are prepared
	4.2.	Recommendations are presented to appropriate personnel.
	4.3.	Recommendations are followed-up, if required

RANGE OF VARIABLES

VARIABLE	RANGE
1. Analytical techniques	1.1. Brainstorming 1.2. Intuitions/Logic 1.3. Cause and effect diagrams 1.4. Pareto analysis 1.5. SWOT analysis 1.6. Gant chart, Pert CPM and graphs 1.7. Scattergrams
2. Problem	2.1. Non – routine process and quality problems 2.2. Equipment selection, availability and failure 2.3. Teamwork and work allocation problem 2.4. Safety and emergency situations and incidents
3. Action plans	3.1. Priority requirements 3.2. Measurable objectives 3.3. Resource requirements 3.4. Timelines 3.5. Co-ordination and feedback requirements 3.6. Safety requirements 3.7. Risk assessment 3.8. Environmental requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1. Identified the problem
	1.2. Determined the fundamental causes of the problem
	1.3. Determined the correct / preventive action
	1.4. Provided recommendation to manager
	These aspects may be best assessed using a range of scenarios / case studies / what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
2. Underpinning Knowledge	2.1. Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations
	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
	2.2.1. Relevant equipment and operational processes
	2.2.2. Enterprise goals, targets and measures
	2.2.3. Enterprise quality, OHS and environmental requirement
	2.2.4. Principles of decision making strategies and techniques
	2.2.5. Enterprise information systems and data collation
	2.2.6. Industry codes and standards
3. Underpinning Skills	3.1. Using range of formal problem solving techniques
	3.2. Identifying and clarifying the nature of the problem
	3.3. Devising the best solution
	3.4. Evaluating the solution
	3.5. Implementation of a developed plan to rectify the problem
4. Resource Implications	4.1. 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.

5. Methods of Assessment	Competency may be assessed through:
	5.1. Case studies on solving problems in the workplace
	5.2. Observation
	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.
6. Context for Assessment	6.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

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UNIT OF COMPETENCY : **USE MATHEMATICAL CONCEPTS AND TECHNIQUES**

UNIT CODE : **500311113**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in the   application of mathematical concepts and techniques.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Identify mathematical tools and techniques to solve problem	1.1 Problem areas are identified based on given condition 1.2 *Mathematical techniques* are selected based on the given problem
2. Apply mathematical procedure/solution	2.1 Mathematical techniques are applied based on the problem identified 2.2 Mathematical computations are performed to the level of accuracy required for the problem 2.3 Results of mathematical computation is determined and verified based on job requirements
3. Analyze results	3.1 Result of application is reviewed based on expected and required specifications and outcome 3.2 *Appropriate action* is applied in case of error

RANGE OF VARIABLES

VARIABLE	RANGE
1. Mathematical techniques	May include but are not limited to: 1.1. Four fundamental operations Measurements 1.2. Use/Conversion of units of measurements 1.3. Use of standard formulas
2. Appropriate action	2.1 Review in the use of mathematical techniques (e.g. recalculation, re-modeling) 2.2 Report error to immediate superior for proper action

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified, applied and reviewed the use of mathematical concepts and techniques to workplace problems
2. Underpinning Knowledge	2.1 Fundamental operation (addition, subtraction, division, multiplication) 2.2 Measurement system 2.3 Precision and accuracy 2.4 Basic measuring tools/devices
3. Underpinning Skills	3.1 Applying mathematical computations 3.2 Using calculator 3.3. Using different measuring tools
4. Resource Implications	The following resources **MUST** be provided: 4.1 Calculator 4.2 Basic measuring tools 4.3 Case Problems
5. Methods of Assessment	Competency may be assessed through: 5.1 Authenticated portfolio 5.2 Written Test 5.3. Interview/Oral Questioning 5.4. Demonstration
6. Context for Assessment	6.1. Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : USE RELEVANT TECHNOLOGIES

UNIT CODE   **: 500311114**

UNIT DESCRIPTOR   **:** This unit of competency covers the knowledge, skills, and attitude required in selecting, sourcing and applying appropriate and affordable technologies in the workplace.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Study/select appropriate technology	1.1. Usage of different *technologies* is determined based on job requirements 1.2. Appropriate technology is selected as per work specification
2. Apply relevant technology	2.1. Relevant technology is effectively used in carrying out function 2.2. Applicable software and hardware are used as per task requirement 2.3. *Management concepts* are observed and practiced as per established industry practices
3. Maintain/enhance relevant technology	3.1. Maintenance of technology is applied in accordance with the *industry standard operating procedure*, *manufacturer's operating guidelines* and *occupational health and safety procedure* to ensure its operative ability 3.2. Updating of technology is maintained through continuing education or training in accordance with job requirement 3.3 Technology failure/ defect is immediately reported to the concern/responsible person or section for *appropriate action*

RANGE OF VARIABLES

VARIABLE	RANGE
1. Technology	May include but are not limited to: 1.1. Office technology 1.2. Industrial technology 1.3. System technology 1.4. Information technology 1.5. Training technology
2. Management concepts	May include but not limited to: 2.1 Real Time Management 2.2 KAIZEN or continuous improvement 2.3 5s 2.4. Total Quality Management 2.5. Other management/productivity tools
3. Industry standard operating procedure	3.1. Written guidelines relative to the usage of office technology/equipment 3.2. Verbal advise/instruction from the co-worker
4. Manufacturer's operating guidelines/ instructions	4.1 Written instruction/manuals of specific Technology/ equipment 4.2 General instruction manual 4.3 Verbal advise from manufacturer relative to the operation of equipment
5. Occupational health and safety procedure	5.1 Relevant statutes on OHS 5.2 Company guidelines in using technology/equipment
6. Appropriate action	6.1 Implementing preventive maintenance schedule 6.2 Coordinating with manufacturer's technician

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Studied and selected appropriate technology consistent with work requirements 1.2 Applied relevant technology 1.3 Maintained and enhanced operative ability of relevant technology
2. Underpinning Knowledge	2.1 Awareness on technology and its function 2.2 Repair and maintenance procedure 2.3 Operating instructions 2.4 Applicable software 2.5 Communication techniques 2.6 Health and safety procedure 2.7 Company policy in relation to relevant technology 2.8 Different management concepts 2.9 Technology adaptability
3. Underpinning Skills	3.1 Relevant technology application/implementation 3.2 Basic communication skills 3.3 Software applications skills 3.4 Basic troubleshooting skills
4. Resource Implications	The following resources **MUST** be provided: 4.1 Relevant technology 4.2 Interview and demonstration questionnaires 4.3 Assessment packages
5. Methods of Assessment	Competency must be assessed through: 5.1 Interview 5.2 Actual demonstration 5.3 Authenticated portfolio (related certificates of training/seminar)
6. Context for Assessment	6.1 Competency may be assessed in actual workplace or simulated environment

COMMON COMPETENCIES

UNIT TITLE : **APPLY QUALITY STANDARDS**

UNIT CODE : **HCS315202**

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.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
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.
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 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.

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 must show that the 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	Underpinning knowledge	2.1 Relevant production processes, materials and products 2.2 Characteristics of materials, software and hardware used in production processes 2.3 Quality checking procedures 2.4 Workplace procedures 2.5 Safety and environmental aspects of production processes 2.6 Fault identification and reporting 2.7 Quality improvement processes
3	Underpinning skills	3.1 Reading skills required to interpret work instruction 3.2 Communication skills needed to interpret and apply defined work procedures 3.3 Carry out work in accordance with OHS policies and procedures 3.4 Critical thinking 3.5 Solution providing and decision-making
4	Method of assessment	The assessor must select two of the following to objectively evaluate the candidate: 4.1 Observation and oral questioning 4.2 Third party report 4.3 Portfolio 4.4 Practical demonstration
5	Resource implication	5.1 Materials, software and hardware to be used in a real or simulated situation
6	Context of Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT TITLE : **PERFORM COMPUTER OPERATIONS**

UNIT CODE : **HCS311201**

UNIT DESCRIPTOR : This unit covers the knowledge, skills, 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 *Italicized terms* are elaborated in the Range of Variables
1. Plan and prepare for task to be taken undertaken	1.1. Requirements of task are determined in accordance with the required output. 1.2. Appropriate *hardware* and *software* are selected according to task assigned and required outcome. 1.3. Task is planned to ensure that *OH & S guidelines and* procedures are followed. 1.4. Client -specific guidelines and procedures are followed. 1.5. Required data security guidelines are applied in accordance with existing procedures.
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 is stored in *storage media* according to requirements. 2.4. Work is performed within *ergonomic guidelines.*
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. 3.4. 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 are printed out as required using computer hardware /peripheral devices in accordance with standard operating procedures.
	4.3. Files and data are transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures.
5. Use basic functions of a www-browser to locate information	5.1. Information requirements for internet search are established.
	5.2. Browser is launched.
	5.3. Search engine is loaded.
	5.4. Appropriate search criteria/or URL of site is entered.
	5.5. Relevant links are followed to locate required information.
	5.6. Useful pages are bookmarked or printed as required.
6. Maintain computer equipment and systems	6.1. Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures.
	6.2. Basic file maintenance procedures are implemented in line with the standards operating procedures.

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 1.8 Voice/Data logger
2 Software	Software includes the following but are not limited to: 2.1 Word processing packages 2.2 Database packages 2.3 Internet 2.4 Spreadsheets 2.5 Client Specific Software
3 OH & S guidelines	3.1 OHS guidelines 3.2 Enterprise procedures
4 Storage media	Storage media include the following but are not limited to: 4.1 Diskettes 4.2 CDs 4.3 Zip disks 4.4 hard disk drives, local and remote 4.5 Optical drives
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	6.1 Icons include the following but not limited to: 6.2 Directories/folders 6.3 Files 6.4 Network devices 6.5 Recycle bin 6.6 Program icons

7 Maintenance	7.1 Creating and managing more space in the hard disk and other peripherals
	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 anti-virus programs
	7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1	Critical aspects of competency	Assessment must show that the candidate:
		1.1 Selected and used hardware components correctly and according to the task requirement
		1.2 used basic software applications to create new files and documents
		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 Used basic functions of a www-browser to locate information.
2	Underpinning knowledge	2.1 Basic ergonomics of keyboard and computer user
		2.2 Main types of computers and basic features of different operating systems
		2.3 Main parts of a computer
		2.4 Storage devices and basic categories of memory
		2.5 Relevant types of software
		2.6 General security, privacy legislation and copyright
		2.7 Viruses
		2.8 OH & S principles and responsibilities
		2.9 Calculating computer capacity
		2.10 Productivity Application
		2.11 Business Application
		2.12 System Software
3	Underpinning skills	3.1 Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals.
		3.2 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback.
		3.3 Technology skills to use equipment safely including keyboard skills.
4	Method of assessment	The assessor may select two of the following assessment methods to objectively assess the candidate:
		4.1 Direct Observation and Oral Questioning
		4.2 Practical demonstration
5	Resource implication	5.1 Computer hardware with peripherals
		5.2 Appropriate software
6	Context of Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : **MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT/CUSTOMERS**

UNIT CODE : **HCS913201**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values required in building and maintaining an effective relationship with clients, customers and the public.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	
1. Maintain a clean and hygienic environment	1.1	Uniform and personal grooming maintained to assignment requirements.
	1.2	*Personal presence* maintained according to *employer standards*.
	1.3	Visible work area kept tidy and uncluttered.
	1.4	Equipment stored according to assignment requirements.
2. Meet client/customer requirements	2.1	*Client requirements* identified and understood by referral to the *assignment instructions*.
	2.2	Client requirements met according to the assignment instructions.
	2.3	Changes to *client's needs and requirements* monitored and *appropriate action taken*.
	2.4	All communication with the client or *customer* is clear and complied with assignment requirements.
3. Build credibility with customers/clients	3.1	Client expectations for reliability, punctuality and appearance adhered to.
	3.2	Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy.
	3.3	Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders
3. Client Requirements	May include: 3.1 Assignment Instructions 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May conveyed in: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client Needs and Requirements	May be detected by: 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Customers	May include: 7.1 All members of the public

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires that the candidate:
	1.1 Maintained a professional image.
	1.2 Interpreted client/customer requirements from information contained in the client brief and/or assignment instructions.
	1.3 Dealt successfully with a variety of client/customer interactions.
	1.4 Monitored and acted on changing client or customer needs.
	1.5 Met client/customer requirements.
	1.6 Built credibility with customers/clients
2. Underpinning knowledge and attitudes	2.1 Uniform and personal grooming requirements f the employer and the client
	2.2 Occupational health and safety requirement for the assignment
	2.3 Assignment Instructions
3. Underpinning skills	1.1 Attention to detail when completing client/employer documentation
	1.2 Interpersonal and communication skills required in client contact assignments
	1.3 Customer service skills required to meet client/customer needs
	1.4 Punctuality
	1.5 Customer Service
	1.6 Telephone Technique
	1.7 Problem Solving and Negotiation
	1.8 Maintaining Records
4. Resource implications	The following resources **MUST** be provided:
	4.1 Assessment Centers/Venues
	4.2 Accredited Assessors
	4.3 Modes of Assessment
	4.4 Evaluation Reports
	4.5 Access to a relevant venue, equipment and materials
	4.6 Assignment Instructions
	4.7 Logbooks
	4.8 Operational manuals and makers/customers' instructions
	4.9 Assessment instruments, including personal planner and assessment record book
5. Method of assessment	Competency may be assessed through:
	5.1 Written Test
	5.2 Demonstration with questioning
	5.3 Observation with questioning
6. Context of Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment.

UNIT OF COMPETENCY : **MANAGE OWN PERFORMANCE**

UNIT CODE : **HCS913202**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in effectively managing own workload and quality of work.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Plan for completion of own workload	1.1 ***Tasks*** accurately identified. 1.2 Priority allocated to each task. 1.3 Time lines allocated to each task or series of tasks. 1.4 Tasks deadlines known and complied with whenever possible. 1.5 Work schedules are known and completed with agreed time frames. 1.6 Work plans developed according to assignment requirements and employer policy. 1.7 Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons.
2. Maintain quality of performance	2.1 Personal performance continually monitored against agreed ***performance standards***. 2.2 Advice and guidance sought when necessary to achieve or maintain agreed standards. 2.3 Guidance from management applied to achieve or maintain agreed standards. 2.4 Standard of work clarified and agreed according to employer policy and procedures.
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to. 3.2 Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy. 3.3 Client fully informed of all relevant security matters in a timely.

RANGE OF VARIABLES

VARIABLE	RANGE

1. Tasks	1.1 May be identified through:
	         1.1.1 Assignment Instructions
	         1.1.2 Verbal Instructions by Senior Staff
	         1.1.3 Policy Documents
	         1.1.4 Duty Statements
	         1.1.5 Self Assessment
	
	 1.2 May be:
	         1.2.1 Daily tasks
	         1.2.2 Weekly tasks
	         1.2.3 Regularly or irregularly occurring tasks

2. Performance Standards	May include: 2.1 Assignment Instructions 2.2 Procedures established in policy documents

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EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Planned for completion of own workload. 1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements. 1.3 Demonstrated capacity to complete task within specified time frame. 1.4 Maintained quality of own performance.
2. Underpinning knowledge and attitudes	2.1 Site and assignment requirements 2.2 Employer policy on performance management 2.3 Indicators of appropriate performance for each area of responsibility 2.4 Steps for improving or maintaining performance
3. Underpinning skills	3.1 Capacity to plan and prioritize work loads and requirements 3.2 Time and task management
4. Resource implications	The following resources **MUST** be provided: 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers'/customers' instructions 4.9 Assessment Instruments, including personal planner and assessment record book
5. Method of assessment	Competency may be assessed through: 5.1 Written Test 5.2 Demonstration 5.3 Observation 5.4 Questioning
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting.

CORE COMPETENCIES

UNIT OF COMPETENCY: **JOURNALIZE TRANSACTIONS**

UNIT CODE: HCS412301

UNIT DESCRIPTOR: This unit covers the knowledge, skills, and attitudes in logging/recording business transactions in an accounting journal.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Prepare chart of accounts	1.1 Nature of **business** is determined based on client information 1.2 List of **asset, liability, equity, income, and expense account titles** are prepared in accordance with industry practices 1.3 Accounting manual is prepared in accordance with industry practice
2. Analyze documents	2.1 **Documents** are gathered, checked and verified in accordance with verification and validation processes 2.2 **Account titles** are selected in accordance with standard selection processes
3. Prepare journal entry	3.1 **Journals** are prepared in accordance with industry practice and generally accepted accounting principles/Philippine Financial Reporting Standards for **transactions and events.** 3.2 **Debit account titles** are determined in accordance with chart of accounts 3.3 **Credit account titles** are determined in accordance with chart of accounts 3.4 Explanation to journal entry is prepared in accordance with the nature of transaction 3.5 Journal entries are prepared with 100% accuracy

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RANGE OF VARIABLES

VARIABLE	RANGE
1. Business	May include but are not limited to: A. Nature of Business: 1.1 Manufacturing 1.2 Trading 1.3 Services B. Forms of Organization: 1.1 Single proprietorship 1.2 Partnership 1.3 Corporation
2. Assets	May include but are not limited to: 2.1 Cash and Cash Equivalents 2.2 Receivables 2.3 Inventories 2.4 Prepayments 2.5 Property, plant and equipment 2.6 Other Assets
3. Liabilities	May include but are not limited to: 3.1 Accounts payables 3.2 Loans payables 3.3 Notes payables 3.4 Income tax payables 3.5 Accrued Expenses 3.6 Other Liabilities
4. Equity	May include but are not limited to: 4.1 Capital 4.2 Drawing 4.3 Retained Earnings
5. Income	May include but are not limited to: 5.1 Sales 5.2 Interest Income 5.3 Dividend income 5.4 Rent income 5.5 Service Income 5.6 Other Income
6. Expenses	May include but are not limited to: 6.1 Salaries/wages 6.2 Rent expense 6.3 Utilities expense 6.4 Depreciation 6.5 Supplies 6.6 Repairs and Maintenance 6.7 Transportation

7. Documents	May include but are not limited to: 7.1 Sales invoice 7.2 Vouchers 7.3 Official receipts 7.4 Purchase invoice
8. Account titles	May include but are not limited to: 8.1 Assets 8.2 Liabilities 8.3 Equities 8.4 Income 8.5 Expense
9. Journals	May include but are not limited to: 9.1 General Journal 9.2 Cash Receipts Journals 9.3 Cash Payments Journals 9.4 Sales Journal 9.5 Purchase Journal 9.6 General Ledger
10. Transactions and events	May include but are not limited to: 10.1 Routine/daily transactions 10.2 End of the month transaction to update the books of accounts 10.3 End of the accounting year transactions to close the books of accounts
11. Debit account titles	May include but are not limited to: 11.1 Cash 11.2 Receivables 11.3 Expenses 11.4 Inventories 11.5 Property, Plant and Equipment
12. Credit account titles	May include but are not limited to: 12.1 Sales 12.2 Loans payables 12.3 Interest income 12.4 Cash

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared chart of accounts 1.2 Analyzed documents 1.3 Prepared journal entry
2. Underpinning knowledge	2.1 Accounting principles/Philippine Financial Reporting Standards 2.2 Accounting equation
3. Underpinning skills	3.1 Using four (4) fundamental mathematical operations 3.2 Reading and comprehension skills 3.3 Communication skills 3.4 Computer operation skills
4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: real or simulated work area 4.2 Appropriate tools and equipment 4.3 Materials/supplies relevant to the activity
5. Method of assessment	Competency **MUST** be assessed through: 5.1 Written Examination 5.2 Work Related Project
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting.

UNIT OF COMPETENCY: **POST TRANSACTIONS**

UNIT CODE: HCS412302

UNIT DESCRIPTOR: This unit covers the knowledge, skills, and attitudes
                       in posting transactions manually.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Prepare ledger	1.1 **Ledger** for the list of **asset, liability, and equity account titles** are prepared in accordance with the Chart of Accounts 1.2 Ledger for the list of **income and expense account titles** are prepared in accordance with the Chart of Accounts
2. Transfer journal entries	2.1 **Journal entries** are transferred in chronological order 2.2 Postings are done with 100% accuracy
3. Summarize ledger	3.1 Debits & Credits for each ledger account are added correctly 3.2 Balances are extracted with 100% accuracy.

RANGE OF VARIABLES

VARIABLE	RANGE

1. Ledger	May include but are not limited to:
	1.1 General Ledger
	1.2 Subsidiary Ledger
	      1.2.1 Accounts Receivables
	      1.2.2 Accounts Payables
	      1.2.3 Property, Plant and Equipment
	      1.2.4 Payroll

2. Assets, liabilities, and equity account titles	May include but are not limited to: 2.1 Cash 2.2 Receivables 2.3 Inventories 2.4 Property, plant and equipment 2.5 Accounts Payable
3. Income and Expenses account titles	May include but are not limited to: 3.1 Sales 3.2 Salaries 3.3 Rent Income 3.4 Rent Expense 3.5 Purchases 3.6 Taxes and Licenses 3.7 Utilities 3.8 Stationery and Supplies 3.9 Insurance and Bonds 3.10 Transportation and Travel
4. Journal entries	May include but are not limited to: 4.1 routine journal entries 4.2 adjusting journal entries 4.3 closing entries

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared ledger 1.2 Transferred journal entries 1.3 Summarized each ledger account
2. Underpinning knowledge	2.1 Accounting principles/Philippine Financial Reporting Standards 2.2 Accounting equation
3. Underpinning skills	3.1 Using four (4) fundamental mathematical operations 3.2 Reading and comprehension skills 3.3 Communication skills 3.4 Computer operation skills
4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: real or simulated work area 4.2 Appropriate tools and equipment 4.3 Materials/supplies relevant to the activity
5. Method of assessment	Competency **MUST** be assessed through: 5.1 Written Examination 5.2 Work Related Project
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting

UNIT OF COMPETENCY: **PREPARE TRIAL BALANCE**

UNIT CODE: HCS412303

UNIT DESCRIPTOR: This unit covers the knowledge, skills, and attitudes in listing accounts, transferring and summarizing trial balances from a ledger.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. List account titles	1.1 ***Asset, liability, and equity account titles*** are listed in accordance with Chart of Account 1.2 ***Income and expense account titles*** are listed in accordance with Chart of Accounts
2. Transfer balances from the ledger	2.1 Asset, liability, and equity balances are transferred in accordance with Chart of Accounts 2.2 Income and expense balances are transferred in accordance with Chart of Accounts
3. Summarize trial balance	3.1 Debits and credits are totaled with 100% accuracy 3.2 ***Trial Balances*** are extracted with 100% accuracy.

VARIABLE	RANGE
1. Assets, liability and equity account titles	May include but are not limited to: 1.1 Cash 1.2 Receivables 1.3 Inventories 1.4 Loans Payable
2. Income and expense account titles	May include but are not limited to: 2.1 Sales 2.2 Rent Income 2.3 Rent Expense 2.4 Depreciation
3. Trial Balances	May include but are not limited to: 3.1 Preliminary Trial Balance 3.2 Adjusted Trial Balance 3.3 Post-Closing Trial Balance

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Transferred ledger balances 1.2 Summarized trial balance 1.3 Prepared trial balance
2. Underpinning knowledge	2.1 Accounting principles/Philippine Financial Reporting Standards 2.2 Accounting equation
3. Underpinning skills	3.1 Using four (4) fundamental mathematical operations 3.2 Reading and comprehension skills 3.3 Communication skills 3.4 Computer operation skills
4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: real or simulated work area 4.2 Appropriate tools and equipment 4.3 Materials/supplies relevant to the activity
5. Method of assessment	Competency **MUST** be assessed through: 5.1 Written Examination 5.2 Work Related Project
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting.

UNIT OF COMPETENCY: **PREPARE FINANCIAL REPORTS**

UNIT CODE: HCS412304

UNIT DESCRIPTOR: This unit covers the knowledge, skills, and   attitudes in preparing financial reports manually.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Prepare financial statements	1.1 Worksheet is prepared using the prescribed format 1.2 Income statement is prepared in accordance with generally accepted accounting principles/Philippine Financial Reporting Standards 1.3 Statement of Changes in Equity is prepared in accordance with generally accepted accounting principles/Philippine Financial Reporting Standards 1.4 Balance Sheet is prepared in accordance with generally accepted accounting principles/Philippine Financial Reporting Standards 1.5 Statement of Cash Flow is prepared in accordance with generally accepted accounting principles/Philippine Financial Reporting Standards 1.6 ***Financial statements*** are prepared in accordance with generally accepted accounting principles/Philippine Financial Reporting Standards
2. Analyze financial statements	2.1 Financial Statements are analyzed in accordance with prescribed format. 2.2 ***Report*** on financial analysis is prepared in accordance with industry requirements.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Financial statements	May include but are not limited to: 1.1 Balance sheet 1.2 Income statement 1.3 Cash Flow Statement
2. Report	May include but are not limited to: 2.1 Monthly 2.2 Quarterly 2.3 Annually

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared financial statements 1.2 Analyzed financial statements 1.3 Prepared report on financial analysis
2. Underpinning knowledge	2.1 Accounting principles/Philippine Financial Reporting Standards 2.2 Financial analysis
3. Underpinning skills	3.1 Using four (4) fundamental mathematical operations 3.2 Reading and comprehension skills 3.3 Communication skills 3.4 Computer operation skills
4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: real or simulated work area 4.2 Appropriate tools and equipment 4.3 Materials/supplies relevant to the activity
5. Method of assessment	Competency **MUST** be assessed through: 5.1 Written Examination 5.2 Work Related Project
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting.

UNIT OF COMPETENCY: **REVIEW INTERNAL CONTROL SYSTEM**

UNIT CODE: HCS412305

UNIT DESCRIPTOR: This unit covers the knowledge, skills, and attitudes in reviewing and determining extent of compliance with a firm's internal control manual.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Check policy compliance	1.1 Internal control manual is prepared/updated in accordance with industry practice 1.2 Compliance is checked and validated in accordance with the internal control system
2. Prepare policy compliance report	2.1 Policy compliance **reports** are prepared in accordance with the internal control system 2.2 **Policy compliance** reports are submitted to management for validation. 2.3 Policy compliance reports are filed for future reference.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Accounting Reports	May include but are not limited to: 1.1 Monthly reports 1.2 Quarterly compliance reports 1.3 Annual compliance reports
2. Policy compliance	May include but are not limited to: 2.1 Sales policy 2.2 HR Policies

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared internal control manual 1.2 Prepared compliance reports
2. Underpinning knowledge	2.1 Internal control principles 2.2 Management policies
3. Underpinning skills	3.1 Using four (4) fundamental mathematical operations 3.2 Reading and comprehension skills 3.3 Communication skills 3.4 Computer/calculator operation skills
4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: real or simulated work area 4.2 Appropriate tools and equipment 4.3 Materials/supplies relevant to the activity
5. Method of assessment	Competency **MUST** be assessed through: 5.1 Written Examination 5.2 Work Related Project
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting.

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SECTION 3   TRAINING STANDARDS

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for Bookkeeping NC III.

This includes information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainers qualification.

3.1 CURRICULUM DESIGN

Course Title: **Bookkeeping**
NC Level: **NC III**
Nominal Training Duration: **20 HOURS   (Basic Competencies)**
                               24 HOURS   (Common Competencies)
                               248 HOURS   (Core Competencies)

Course Description:

This course is designed to enhance the knowledge, skills and attitude of Bookkeepers in accordance with industry standards. It covers the basic, common and core competencies on journalizing transactions, posting transactions, preparing trial balance, preparing financial reports and reviewing internal control system.

To obtain this, all units prescribed for this qualification must be achieved.

BASIC COMPETENCIES

Suggested Nominal Training Duration: **20 Hrs.**

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Lead workplace communication	1.1 Communicate information about workplace processes. 1.2 Lead workplace discussions. 1.3 Identify and communicate issues arising in the workplace	• Group discussion • Role Play • Brainstorming	• Observation • Interviews

Unit of Competency	Learning Outcomes		Methodology	Assessment Approach
2. Lead small teams	2.1	Provide team leadership.	• Lecture • Demonstration • Self-paced (modular)	• Demonstration • Case studies
	2.2	Assign responsibilities among members		
	2.3	Set performance expectation for team members		
	2.4	Supervise team performance		
3. Develop and practice negotiation skills	3.1	Identify relevant information in planning negotiations	• Direct observation • Simulation/ role playing • Case studies	• Written test • Practical/ performance test
	3.2	Participate in negotiations		
	3.3	Document areas for agreement		
4. Solve workplace problem related to work activities	4.1	Explain the analytical techniques	• Direct observation • Simulation/role playing • Case studies	• Written test • Practical/ performance test
	4.2	Identify the problem.		
	4.3	Determine the possible cause/s of the problem.		
5. Use mathematical concepts and techniques	5.1	Explain the analytical techniques	• Direct observation • Simulation/ role playing • Case studies	• Written test • Practical/ performance test
	5.2	Identify mathematical tools and techniques to solve problem		
	5.3	Apply mathematical procedures/ solution		
	5.4	Analyze results		
6. Use relevant technologies	6.1	Identify appropriate technology	• Direct observation • Simulation/ role playing • Case studies	• Written test • Practical/ performance test
	6.2	Apply relevant technology		
	6.3	Maintain/ enhance relevant technology		

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COMMON COMPETENCIES

Suggested Nominal Training Duration: **24 Hrs.**

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Maintain an effective relationship with clients/customers	1.1 Maintain a professional image 1.2 Meet client/customer requirements 1.3 Build credibility with customers/clients	• Group Discussion • Power Point Presentation	• Demonstration • Observation • Interviews/ Questioning
2. Manage own performance	2.1 Identify tasks accurately 2.2 Allocate priority to each task 2.3 Allocate time lines to each task 2.4 Meet and comply deadlines 2.5 Know and comply with work schedules 2.6 Develop work plans 2.7 Monitor personal performance 2.8 Get advice and guidance from management 2.9 Apply guidance from management 2.10 Clarify standard of work	• Group Discussion • Power Point Presentation	• Demonstration • Observation • Interviews/ Questioning
3. Apply quality standards	3.1 Assess clients needs 3.2 Assess own work 3.3 Engage in quality improvement	• Group Discussion • Interaction	• Demonstration • Observation • Interviews/ Questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Perform computer operations	4.1 Identify and explain the functions, general features and capabilities of both hardware and software 4.2 Prepare and use appropriate hardware and software according to task requirement 4.3 Use appropriate devices and procedures to transfer files/data 4.4 Produce accurate and complete data according to the requirements	• Lecture • Group Discussion • Tutorial or self-pace	• Interviews/ Questioning • Demonstration • Observation

CORE COMPETENCIES

Course Title: **BOOKKEEPING**
NC Level: **NC III**

Suggested Nominal Training Duration: 248 Hrs.

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Journalize transactions	1.1 Prepare chart of accounts 1.2 Analyze documents 1.3 Prepare journal entry	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation

2. Post transactions	2.1 Prepare ledger 2.2 Transfer journal entries 2.3 Summarize ledger	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation
3. Prepare trial balance	3.1 List account titles 3.2 Transfer balances from the ledger 3.3 Summarize trial balance	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation
4. Prepare financial reports	4.1 Prepare financial statements 4.2 Analyze financial statements	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation
5. Review internal control system	5.1 Check policy compliance 5.2 Prepare policy compliance report	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum.
Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;

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- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.

- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.

- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.

- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.

- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.

- Project-based instruction is an authentic instructional model strategy in which students plan, implement and evaluate projects that have real world applications.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into these qualifications should possess the following requirements:

- Must be able to communicate effectively both orally and in written form
- Must be physically, emotionally, psychologically and mentally fit
- Must be able to perform basic mathematical computations

3.4   TOOLS AND EQUIPMENT

LIST OF TOOL, EQUIPMENT AND MATERIALS
BOOKKEEPING – NC III

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for Bookkeeping NC III are as follows:

TOOLS		EQUIPMENT		MATERIALS	
QTY	SPECIFICATION/ DESCRIPTION	QTY	SPECIFICATION/ DESCRIPTION	QTY	SPECIFICATION/ DESCRIPTION
1 pc.	Stapler	1 unit	Computer/Laptop	25 pcs.	Pencils
25 pcs	Calculators	1 unit	Aircon unit	25 pcs.	Pencil Erasers
		1 unit	LCD Projector	25 pcs.	Ballpens
		1 unit	Teacher's Table/Chair	25 pcs.	Ruler
		25 pcs.	Arm Chairs	25 pcs.	Journals (assorted columns)
		1 pc.	White Board	25 pcs.	Ledger
				25 pcs.	Worksheets (assorted)
				1 box	Acetate
				3 pcs.	Marker
					Diskettes/CD
				25 pcs.	Envelopes (Long)
				25 pcs.	Registration Forms
				1 pc.	Teacher's Record Book
				50 pcs	Worksheets (Asstd.)
				1 pc.	Marker Ink
				25 pcs.	Ledger Book
				1 box	Staple Wire

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3.5 TRAINING FACILITIES*

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Student/Trainee Working Space	1 x 1 m.	1 sq. m.	25 sq. m
Lecture/Demo Room	8 x 5 m.	40 sq. m.	40 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area	6 x 4 m.	24 sq. m.	24 sq. m.
		Total :	**104** sq. m.

Note:

* The course may be held or conducted in hotels and similarly situated locations.

* The course may be conducted on-line or internet-based training.

3.6 TRAINER'S QUALIFICATIONS FOR BOOKKEEPING NC III

BOOKKEEPING – NC III
TRAINER QUALIFICATION

The trainer must:

- be a holder of Bookkeeping NC III or a Certified Public Accountant
- a graduate of B.S. Accounting or its equivalent
- have completed Training Methodology III or its equivalent
- be able to communicate effectively both orally and in written form
- have at least three (3) years experience in the industry as a bookkeeper
- possess good moral character

3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1 To attain the national Qualification of Bookkeeping NC III the candidate must demonstrate competence through project-type assessment covering all the units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.3 The following are qualified to apply for assessment and certification:

4.3.1 Graduates of formal, non-formal and informal including enterprise-based training programs

4.3.2 Experienced Workers (wage employed or self-employed)

4.4 Reassessment is allowed only after one month from the date of assessment. Reassessment for a National Certificate shall be done only on the task/s that the candidate did not successfully achieve.

4.5 A candidate who fails the assessment for two (2) consecutive times will be required to go through a refresher course before taking another assessment.

4.6 Only certified individuals in this Qualification may be nominated by the industry sector for accreditation as competency assessor.

4.7 Only accredited competency assessors are allowed to conduct competency assessment, however, trainees who are accredited competency assessors are not allowed to assess their trainees.

4.8 Assessment of competence must be undertaken only in the TESDA accredited assessment center. The performance assessment (demonstration of competence), however, may be done in any venue or workplace duly designated by an accredited assessment center.

4.9 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)"

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COMPETENCY MAP
BOOKKEEPING NC III

BASIC COMPETENCIES

Lead workplace communication	Lead small teams	Develop and practice negotiation skills
Solve problems related to work activities	Use mathematical concepts & techniques	Use relevant technologies

COMMON COMPETENCIES

Apply quality standards	Perform computer operations	Maintain an effective relationship w/ clients & customers
Manage own performance		

CORE COMPETENCIES

Journalize transactions	Post transactions	Prepare trial balance
Prepare financial reports	Review internal control system	

DEFINITION OF TERMS

Account is a formal record that represents, in words, money or other unit of measurement, certain resources, claims to such resources, transactions or other events that result in changes to those resources and claims

Accounting is the recording and reporting of financial transactions, including the origination of the transaction, its recognition, processing, and summarization in the FINANCIAL STATEMENTS

Accounting equation is assets equals liabilities plus equity. (A = L + E)

Accounting period/year is a period of 12 consecutive months chosen by an entity as its ACCOUNTING period which may or may not be a calendar year.

Accounts Payable is the amount owed to a CREDITOR for delivered goods or completed services

Accounts receivable are amounts collectible from its customers. It is the claim against a DEBTOR for an uncollected amount, generally from a completed transaction of sales or services rendered.

Adjusting journal entries are accounting entries to account for a periods changes, omissions or other financial data required to be reported "in the books"

Adjusted Trial Balance reflects totals after the adjusting entries are posted to the general ledger.

Asset represents future benefit to the company with reliable measurement

Accounting Manual is a document prepared to provide bookkeepers with direction and guidance in connection with those bookkeeping requirements of entities

Balance is the Sum of DEBIT entries minus the SUM of CREDIT entries in an ACCOUNT. If positive, the difference is called a DEBIT BALANCE; if negative, a CREDIT BALANCE

Balance Sheet reports the financial position at a point in time (end of the quarter or year).

Bookkeeping is the recording of all <u>financial transactions</u> undertaken by a <u>business</u> (or an individual). A **bookkeeper** (or book-keeper), sometimes called an accounting clerk in the is a person *who keeps the books* of an organization. The <u>organization</u> might be a business, a <u>charity</u> or even a local <u>sports club</u>

Business is the <u>social science</u> of <u>managing people</u> to organize and maintain collective <u>productivity</u> toward accomplishing particular <u>productive</u> goals, which is usually to generate profit

Capital is called equity.

*Cash*usually refers to money in the form of liquid currency, such as banknotes or coins.

Cash Payments Journal is a book used to record all **payments** made in **cash** such as for accounts payable, merchandise purchases, and operating expenses; also termed **cash disbursements journal**

Cash Receipts Journals is a book used to record all **collections** made in **cash** such as for accounts receivable , merchandise sold, and interest income.

Chart of Accounts is a systematic listing of all accounts used by an entity.

Closing entries are prepared after the financial statements have been completed.

Corporation - is a form of doing business pursuant to a charter granted by government.

Credit (cr) - means an entry to the right hand side of an account. Entry on the right side of a DOUBLE-ENTRY BOOKKEEPING system that represents the reduction of an ASSET or expense or the addition to a LIABILITY or REVENUE. (See DEBIT.)

Debit (dr) - means an entry to the left hand side of an account. Entry on the left side of a DOUBLE-ENTRY BOOKKEEPING system that represents the addition of an ASSET or expense or the reduction to a LIABILITY or REVENUE. (See CREDIT.)

Depreciation is the process of allocating the cost of property, plant and equipment assets to the periods that will benefit from its use

Dividend income is income received from ownership shares in a corporation. A dividend is a distribution to a corporations stockholders usually in cash;

Documents are bases of recording transactions in bookkeeping. This may include but not limited to sales invoice and official receipts.

Drawing is when a business proprietor draws money for personal needs

Equity represents the residual claims of owners

Expenses represent the outflow of assets (or increases in liabilities) due to a company's operating activities.

Financial statements report the business activities during the year and the financial condition at the end of the year. It is also the presentation of financial data including BALANCE SHEETS, INCOME STATEMENTS and STATEMENTS OF

CASH FLOW, or any supporting statement that is intended to communicate an entity's financial position at a point in time and its results of operations for a period then ended.

Generally accepted accounting standards (GAAP) determine what to record, when to record, and amount to record. It is also the rules, and procedures necessary to define accepted accounting practice at a particular time.

General Journal is the most basic of journals. It is a chronological list of transactions.

General Ledger is the collection of all ASSET, LIABILITY, owners EQUITY, REVENUE, and expense accounts. This is a book of accounts in which data from transactions recorded in journals are posted and thereby classified and summarized. Also called ledger.

Income is the inflow of REVENUE during a period of time. This also money received by a person or organization because of effort (work), or from return on investments.

Income Statement shows the components of net income in detail. It is the summary of the effect of REVENUES and expenses over a period of time.

Income Taxes Payable is income taxes due including current portion of deferred taxes.

Interest Income includes amounts from interest on all interest-bearing deposits and accounts.

Internal Control is the process designed to provide reasonable assurance regarding achievement of various management objectives such as the reliability of financial reports.

Inventories are products on hand for sale to customers.

Journal is a book where all transactions are initially recorded.

Journal entry are the logging of business transactions and their monetary value into the t-accounts of the accounting journal as either debits or credits. A journal entry is usually backed up with a piece of paper; a receipt, a bill, an invoice, or some other direct record of the transaction; making them easy to record and to maintain traceability for each transaction.

Journalize transactions is the process of recording a business transaction in a journal.

Ledger is a tool used for classifying and summarizing information about increases, decreases, and balances of   items in the chart of accounts.

Liability represents obligations, payables or debts owed. DEBTS or obligations owed by one entity (DEBTOR) to another entity (CREDITOR) payable in money, goods, or services

Loans Payable is the account title used to record amounts to be paid for borrowed money. This is also called Notes Payable.

Notes Payable is the account title used to record amounts to be paid for borrowed money and evidenced by a promissory note. This is also called Loans Payable.

Official receipts is a document issued to acknowledge receipt of cash.

Partnership is a form of entity with two or more owners. Relationship between two or more persons based on a written, oral, or implied agreement whereby they agree to carry on a trade or business for profit and share the resulting profits.

Philippine Financial Reporting Standards often known as PFRS are a set of accounting standards. They are issued by the Financial Reporting Standards Council. [FRSC].

Post Closing Trial Balance is balance sheet in trial balance form.

Preliminary Trial Balance is a listing of the accounts in the general ledger and their balances as of a specified date. A trial balance is usually prepared at the end of an accounting period and is used to see if additional adjustments are required to any of the balances.

Posting is the process of transferring figures from the journal to the ledger accounts

Property Plant and Equipment are assets used in the production of goods and services

Purchase invoice is a bill from a vendor for specific materials or supplies furnished or services rendered. It is called sales invoice from the point of view of the seller.

Purchases Journal. This is a payable system involves a *Purchases Journal* -- in which all incoming merchandise invoices are recorded.

Ratio Analysis is the comparison of actual or projected data for a particular company to other data for that company or industry in order to analyze trends or relationships

Receivables are amounts of money due from customers or other DEBTORS

Rent expense is the expenditure made to cover the rental for the premises.

Rent income is money received by a person or organization from rental of premises and/or other assets.

Retained Earnings are profits of the business that have not been paid out to the owners as of the balance sheet date.

Revenue represents the inflow of assets (or decrease in liabilities) due operating activities. This may include sales of products, merchandise, and services; and earnings from INTEREST, DIVIDEND, rents.

Routine journal entries Recurring financial activities reflected in the accounting records in the normal course of business.

Salaries/wages expense is an account title used to record salaries, wages, and benefits an employee receives from an employer.

Sales Journal This is a receivables system involves a *Sales Journal* -- in which all invoices outgoing to customers are recorded.

Sales invoice is a document issued by a vendor for specific materials or supplies furnished or services rendered. It is called purchase invoice from the point of view of the seller.

Sole Proprietorship is a form of entity with one owner and the simplest possible form of business.

Statement of Cash Flow reports sources and uses of cash. This is one of the basic financial statements that are required as part of a complete set of financial statements prepared in conformity with generally accepted accounting principles. It categorizes net cash provided or used during a period as operating, investing and financing activities, and reconciles beginning and ending cash and cash equivalents

Statement of Changes in Equity explains the changes in contributed capital and retained earnings during the period.

Subsidiary Ledger is a group of subsidiary accounts the sum of the balances of which is equal to the balance of the related control account in the general ledger

Transactions and events are recorded as they occur, recorded even if cash is not received or paid and affects the accounting equation.

Trial balance confirms that accounts are still in balance.

Utilities expense is an account title used to record amount incurred on heat, light, water, and power.

Vouchers is a written record of expenditure, disbursement, or completed transaction.

Worksheet is a document or schedule in which a bookkeeper uses to gather information to substantiate an account balance.

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