

COMPETENCY-BASED CURRICULUM

A. COURSE DESIGN

CAREGIVING

Course Title: _____

18 + 19 Hours (Basic Competencies)

18 Hours (Common Competencies)

750 Hours (Core Competencies inclusive of 160 Hours SIL)

805 Hours

Nominal Duration: _____

NC II

Qualification Level: _____

Course Description:

This course is designed to enhance the knowledge, skills and attitudes of Caregivers in accordance with industry standards. It covers basic, common and core competencies in NC II.

Trainee Entry Requirements: Trainees or students should possess the following requirements:

- can communicate both in oral and written;
- physically and mentally fit;
- with good moral character; and
- can perform basic mathematical computation
- has basic knowledge in the operation of desk top computer/ laptop /tablet/ smart phone for use in the on line training sessions

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

COURSE STRUCTURE:

BASIC COMPETENCIES

No. of Hours: (37)

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
1. Participate in workplace communication (6)	1. Participating in workplace communication	LO 1. Obtain and convey workplace information	2
		LO 2. Perform duties following workplace instructions	2
		LO 3. Complete relevant work-related documents	2
2. Work in a team environment (3)	2. Working in a team environment	LO1. Describe team role and scope	1
		LO2. Identify one's role and responsibility within a team	1
		LO3. Work as a team member	1
3. Solve /address general workplace problems (3)	3. Solving/ addressing general workplace problems	LO1. Identify routine problems	1
		LO2. Look for solutions to routine problem	1
		LO3. Recommend solutions to problems	1
4. Develop career and life decisions(3)	4. Developing career and life decisions	LO1. Manage one's emotion	1
		LO2. Develop reflective practice	1
		LO3. Boost self- confidence and develop self- regulation	1

5. Contribute to workplace innovation (3)	5. Contributing to workplace innovation	LO1. Identify opportunities to do things better	1
		LO2. Discuss and develop ideas with others	1
		LO3. Integrate ideas for change in the workplace	1
6. Present relevant information (8)	6. Presenting relevant information	LO1. Gather data/ information	2
		LO2. Assess gathered data/ information	3
		LO3. Record and present information	3
7. Practice occupational safety and health policies and procedures (4)	7. Practicing occupational safety and health policies and procedures	LO1. Identify OSH compliance requirements	1
		LO2. Prepare OSH requirements for compliance	1
		LO3. Perform tasks in accordance with relevant OSH policies and procedures	2
8. Exercise efficient and effective sustainable practices in the workplace (3)	8. Exercising efficient and effective sustainable practices in the workplace	LO1. Identify the efficiency and effectiveness of resource utilization	1
		LO2. Determine causes of inefficiency and/or ineffectiveness of resource utilization	1
		LO3. Convey inefficient and ineffective environmental practices	1
9. Practice entrepreneurial skills in the workplace (4)	9. Practicing entrepreneurial skills in the workplace	LO1. Apply entrepreneurial workplace best practices	1
		LO2. Communicate entrepreneurial workplace best practices	1
		LO3. Implement cost-effective operations	2

B. MODULES OF INSTRUCTION

BASIC COMPETENCIES

Unit of Competency: PARTICIPATE IN WORKPLACE COMMUNICATION

Modules Title: PARTICIPATING IN WORKPLACE COMMUNICATION

Module Descriptor: This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

Nominal Duration: 6 Hours

Summary of Learning Outcomes:

- LO 1. Obtain and convey workplace information
- LO 2. Perform duties following workplace instructions
- LO 3. Complete relevant work-related documents

DETAILS OF LEARNING OUTCOMES:

LO1 . Obtain and convey workplace information

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>1.1 Specific and relevant information is accessed from appropriate sources</p> <p>1.2 Effective questioning, active listening and speaking skills are used to gather and convey information</p> <p>1.3 Appropriate medium is used to transfer information and ideas</p> <p>1.4 Appropriate nonverbal communication is used</p> <p>1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed</p> <p>1.6 Defined workplace procedures for the location and storage of information are used</p> <p>1.7 Personal interaction is carried out clearly and concisely</p>	<p>Required Knowledge</p> <p>1.1 Effective verbal and nonverbal communication</p> <p>1.2 Different modes of communication</p> <p>1.3 Medium of communication in the workplace</p> <p>1.4 Organizational policies</p> <p>1.5 Communication procedures and systems</p> <p>1.6 Lines of Communication</p> <p>1.7 Technology relevant to the enterprise and the individual's work responsibilities</p> <p>1.8 Workplace Etiquette</p> <p>Required Skills</p> <p>1.1 Following simple spoken language</p> <p>1.2 Performing routine workplace duties following simple written notices</p> <p>1.3 Participating in workplace meetings and discussions</p> <p>1.4 Preparing workrelated documents</p> <p>1.5 Estimating, calculating and recording routine workplace measures</p> <p>1.6 Relating/ Interacting with people of various levels in the workplace</p> <p>1.7 Gathering and providing basic information in response to workplace requirements</p> <p>1.8 Basic business writing skills</p> <p>1.9 Interpersonal skills in the workplace</p> <p>2.0 Active-listening skills</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 1. Fax machine 2. Telephone 3. Notebook 4. Writing materials 5. Computer with Internet connection 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation

LO2. Perform duties following workplace instructions

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>2.1 Written notices and instructions are read and interpreted in accordance with organizational guidelines</p> <p>2.2 Routine written instruction are followed based on established procedures</p> <p>2.3 Feedback is given to workplace supervisor based instructions/ information received</p> <p>2.4 Workplace interactions are conducted in a courteous manner</p> <p>2.5 Where necessary, clarifications about routine workplace procedures and matters concerning conditions of employment are sought and asked from appropriate sources</p> <p>2.6 Meetings outcomes are interpreted and implemented elaborated in the Range of Variables</p>	<p>Required knowledge:</p> <p>2.1 Effective verbal and non-verbal communication</p> <p>2.2 Different modes of communication</p> <p>2.3 Medium of communication in the workplace</p> <p>2.4 Organizational/ Workplace policies</p> <p>2.5 Communication procedures and systems</p> <p>2.6 Lines of communication</p> <p>2.7 Technology relevant to the enterprise and the individual's work responsibilities</p> <p>2.8 Effective questioning techniques (clarifying and probing)</p> <p>2.9 Workplace etiquette</p> <p>Required Skills:</p> <p>2.1 Following simple spoken instructions</p> <p>2.2 Performing routine workplace duties following simple written notices</p> <p>2.3 Participating in workplace meetings and discussions</p> <p>2.4 Completing workrelated documents</p> <p>2.5 Estimating, calculating and recording routine workplace measures</p> <p>2.6 Relating/ Responding to people of various levels in the workplace</p> <p>2.7 Gathering and providing information in response to workplace requirements</p> <p>2.8 Basic questioning/querying</p> <p>2.9 Skills in reading for information</p> <p>2.10 Skills in locating</p>	<p>The following resources should be provided:</p> <p>1. Fax machine</p> <p>2. Telephone</p> <p>3. Notebook</p> <p>4. Writing materials</p> <p>5. Computer with Internet connection</p>	<ul style="list-style-type: none"> Group discussion Lecture Demonstration 	<ul style="list-style-type: none"> Oral evaluation Written examination Observation

LO3. Complete relevant work related documents

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>3.1 Range of forms relating to conditions of employment are completed accurately and legibly</p> <p>3.2 Workplace data is recorded on standard workplace forms and documents</p> <p>3.3 Errors in recording information on forms/ documents are identified and acted upon</p> <p>3.4 Reporting requirements to supervisor are completed according to organizational guidelines</p>	<p>Required knowledge:</p> <p>3.1 Effective verbal and non-verbal communication</p> <p>3.2 Different modes of communication</p> <p>3.3 Workplace forms and documents</p> <p>3.4 Organizational/ Workplace policies</p> <p>3.5 Communication procedures and systems</p> <p>3.6 Technology relevant to the enterprise and the individual's work responsibilities</p> <p>Required Skills:</p> <p>3.1 Completing workrelated documents</p> <p>3.2 Applying operations of addition, subtraction, division and multiplication</p> <p>3.3 Gathering and providing information in response to workplace requirements</p> <p>3.4 Effective record keeping skill</p>	<p>The following resources should be provided:</p> <p>1. Fax machine</p> <p>2. Telephone</p> <p>3. Notebook</p> <p>4. Writing materials</p> <p>5. Computer with Internet connection</p>	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role play 	<ul style="list-style-type: none"> Oral evaluation Written examination Observation

UNIT OF COMPETENCY : WORK IN A TEAM ENVIRONMENT

MODULE TITLE : WORKING IN A TEAM ENVIRONMENT

MODULE DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify one's roles and responsibilities as a member of a team.

NOMINAL DURATION: 3 hours

SUMMARY OF LEARNING OUTCOMES:

LO1. Describe team role and scope
 LO2. Identify one's role and responsibility within a team
 LO3. Work as a team member

DETAILS OF LEARNING OUTCOMES:

LO1 . Describe team role and scope

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 The role and objective of the team is identified from available sources of information 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources.	Required knowledge: 1.1 Group structure 1.2 Group development 1.3 Sources of information Required Skills 1.1 Communicating with others, appropriately consistent with the culture of the workplace 1.2 Developing ways in improving work structure and performing respective roles in the group or organization	The following resources should be provided: 1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks	<ul style="list-style-type: none"> • Lecture / Discussion • Group Work • Individual Work • Role Play 	<ul style="list-style-type: none"> • Role Play • Case Study • Written Test

LO2. Identify one's role and responsibility within a team

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
2.1 Individual roles and responsibilities within the team environment are identified 2.2 Roles and objectives of the team is identified from available sources of information 2.3 Team parameters, reporting relationships and responsibilities are identified based on team discussions and appropriate external sources	Required knowledge: 2.1 Team roles and objectives 2.2 Team structure and parameters 2.3 Team development 2.4 Sources of information Required Skills 2.1 Communicating with others, appropriately consistent with the culture of the workplace 2.2 Developing ways in improving work structure and performing respective roles in the group or organization	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 tasks	<ul style="list-style-type: none"> • Role Play • Lecture/ Discussion 	<ul style="list-style-type: none"> • Role Play • Written Test

LO3. Work as a team member

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>3.1 Effective and appropriate forms of communications are used and interactions undertaken with team members based on company practices.</p> <p>3.2 Effective and appropriate contributions made to complement team activities and objectives, based on workplace context</p> <p>3.3 Protocols in reporting are observed based on standard company practices.</p> <p>3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives</p>	<p>Required knowledge:</p> <p>3.1 Communication Process</p> <p>3.2 Workplace communication protocol</p> <p>3.3 Team planning and decision making</p> <p>3.4 Team thinking</p> <p>3.5 Team roles</p> <p>3.6 Process of team development</p> <p>3.7 Workplace context</p> <p>Required Skills</p> <p>3.1 Communicating appropriately, consistent with the culture of the workplace</p> <p>3.2 Interacting effectively with others</p> <p>3.3 Deciding as an individual and as a group using group think strategies and techniques</p> <p>3.4 Contributing to Resolution of issues and concerns</p>	<p>The following resources should be provided:</p> <p>2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place</p> <p>2.2. Materials relevant to the proposed activity or tasks</p>	<ul style="list-style-type: none"> • Group work • Role Play • Lecture/ Discussion 	<ul style="list-style-type: none"> • Role Play • Written Test

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

MODULE TITLE : SOLVING/ADDRESSING GENERAL WORKPLACE PROBLEMS

MODULE DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply problem-solving techniques to determine the origin of problems and plan for their resolution. It also includes addressing procedural problems through documentation, and referral.

NOMINAL DURATION : 3 hours

SUMMARY OF LEARNING OUTCOMES:

- LO1. Identify routine problems
 LO2. Look for solutions to routine problem
 LO3. Recommend solutions to problems

DETAILS OF LEARNING OUTCOMES:

LO1. Identify routine problems

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Routine problems or procedural problem areas are identified 1.2 Problems to be investigated are defined and determined 1.3 Current conditions of the problem are identified and documented	<p>Required knowledge:</p> <p>1.1 Current industry hardware and software products and services</p> <p>1.2 Industry maintenance, service and helpdesk practices, processes and procedures</p> <p>1.3 Industry standard diagnostic tools</p> <p>1.4 Malfunctions and resolutions</p> <p>Required Skills</p> <p>1.1 Identifying current industry hardware and software products and services</p> <p>1.2 Identifying current industry maintenance, services and helpdesk practices, processes and procedures.</p> <p>1.3 Identifying current industry standard diagnostic tools</p> <p>1.4 Describing common malfunctions and resolutions.</p> <p>1.5 Determining the root cause of a routine malfunction</p>	2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> •Case Formulation •Life Narrative Inquiry (Interview) •Standardized test

LO2. Look for solutions to routine problem

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
2.1 Potential solutions to problem are identified 2.2 Recommendations about possible solutions are developed, documented, ranked and presented to appropriate person for decision	<p>Required knowledge:</p> <p>2.1 Current industry hardware and software products and services 2.2 Industry service and helpdesk practices, processes and procedures 2.3 Operating systems 2.4 Industry standard diagnostic tools 2.5 Malfunctions and resolutions. 2.6 Root cause analysis</p> <p>Required Skills</p> <p>2.1 Identifying current industry hardware and software products and services 2.2 Identifying services and helpdesk practices, processes and procedures. 2.3 Identifying operating system 2.4 Identifying current industry standard diagnostic tools 2.5 Describing common malfunctions and resolutions. 2.6 Determining the root cause of a routine malfunction</p>	2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> •Case Formulation •Life Narrative Inquiry (Interview) •Standardized test

LO3. Recommend solutions to problems

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
3.1 Implementation of solutions are planned 3.2 Evaluation of implemented solutions are planned 3.3 Recommended solutions are documented and submit to appropriate person for confirmation	<p>Required knowledge:</p> <p>3.1Standard procedures 3.2Documentation produce</p> <p>Required Skills</p> <p>3.1Producing documentation that recommends solutions to problems 3.2Following established procedures</p>	2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> •Case Formulation •Life Narrative Inquiry (Interview) •Standardize d test

UNIT OF COMPETENCY	:	DEVELOP CAREER AND LIFE DECISIONS
MODULE TITLE	:	DEVELOPING CAREER AND LIFE DECISIONS
MODULE DESCRIPTOR	:	This unit covers the knowledge, skills, and attitudes in managing one's emotions, developing reflective practice, and boosting self-confidence and developing self-regulation.
NOMINAL DURATION	:	3 Hours

SUMMARY OF LEARNING OUTCOMES:

- LO1. Manage one's emotion
 LO2. Develop reflective practice
 LO3. Boost self- confidence and develop self- regulation

DETAILS OF LEARNING OUTCOMES:

LO1. Manage one's emotion

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Self-management strategies are identified 1.2 Skills to work independently and to show initiative, to be conscientious, and persevering in the face of setbacks and frustrations are developed 1.3 Techniques for effectively handling negative emotions and unpleasant situation in the workplace are examined	Required knowledge: 1.1. Selfmanagement strategies that assist in regulating behavior and achieving personal and learning goals (e.g. Nine selfmanagement strategies according to Robert Kelley) 1.2 Enablers and barriers in achieving personal and career goals 1.3 Techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc. Required Skills 1.1 Managing properly one's emotions and recognizing situations that cannot be changed and accept them and remain professional 1.2 Developing selfdiscipline, working independently and showing initiative to achieve personal and career goals 1.3 Showing confidence, and resilience in the face of setbacks and frustrations and other negative emotions and unpleasant situations in the workplace	The following resources should be provided: 2.1. Access to workplace and resource s 2.2. Case studies	<ul style="list-style-type: none"> • Discussion •Interactive Lecture •Brainstorming •Demonstration • Role-playing 	<ul style="list-style-type: none"> •Demonstration or simulation with oral questioning •Case problems involving workplace diversity issues

LO2. Develop reflective practice

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>2.1 Personal strengths and achievements, based on selfassessment strategies and teacher feedback are contemplated</p> <p>2.2 Progress when seeking and responding to feedback from teachers to assist them in consolidating strengths, addressing weaknesses and fulfilling their potential are monitored</p> <p>2.3 Outcomes of personal and academic challenges by reflecting on previous problem solving and decision making strategies and feedback from peers and teachers are predicted</p>	<p>Required knowledge</p> <p>2.1 Basic SWOT analysis</p> <p>2.2 Strategies to improve one's attitude in the workplace</p> <p>2.3 Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan)</p> <p>Required Skills</p> <p>2.1 Using the basic SWOT analysis as selfassessment strategy</p> <p>2.2 Developing reflective practice through realization of limitations, likes/ dislikes; through showing of selfconfidence</p> <p>2.3 Demonstrating self-acceptance and being able to accept challenges</p>	<p>The following resources should be provided:</p> <p>2.1. Access to workplace and resource s</p> <p>2.2. Case studies</p>	<ul style="list-style-type: none"> • Small Group Discussion •Interactive Lecture •Brainstorming • Demonstration • 5 Role-playing 	<ul style="list-style-type: none"> •Demonstration or simulation with oral questioning •Case problems involving workplace diversity issues

LO3. Boost self-confidence and develop self-regulation

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>3.1 Efforts for continuous self-improvement are demonstrated</p> <p>3.2 Counter-productive tendencies at work are eliminated</p> <p>3.3 Positive outlook in life are maintained.</p>	<p>Required knowledge</p> <p>3.1 Four components of self-regulation based on Self-Regulation Theory (SRT)</p> <p>3.2 Personality development concepts</p> <p>3.3 Self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts)</p> <p>Required Skills:</p> <p>3.1Performing effective communication skills – reading, writing, conversing skills</p> <p>3.2Showing affective skills – flexibility, adaptability, etc.</p> <p>3.3Self-assessment for determining one's strengths and weaknesses</p>	<p>The following resources should be provided:</p> <p>2.1. Access to workplace and resource s</p> <p>2.2. Case studies</p>	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> •Demonstration or simulation with oral questioning •Case problems involving workplace diversity issues

UNIT OF COMPETENCY : CONTRIBUTE TO WORKPLACE INNOVATION

MODULE TITLE : CONTRIBUTING TO WORKPLACE INNOVATION

MODULE DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to make a pro-active and positive contribution to workplace innovation

NOMINAL DURATION : 3 Hour

SUMMARY OF LEARNING OUTCOMES:

- LO1. Identify opportunities to do things better
 LO2. Discuss and develop ideas with others
 LO3. Integrate ideas for change in the workplace

DETAILS OF LEARNING OUTCOMES:

LO1. Identify opportunities to do things better

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Opportunities for improvement are identified proactively in own area of work. 1.2 Information are gathered and reviewed which may be relevant to ideas and which might assist in gaining support for idea.	<p>Required knowledge</p> <p>1.1 Roles of individuals in suggesting and making improvements. 1.2 Positive impacts and challenges in innovation. 1.3 Types of changes and responsibility. 1.4 Seven habits of highly effective people.</p> <p>Required Skills</p> <p>1.1 Identifying opportunities to improve and to do things better. Involvement. 1.2 Identifying the positive impacts and the challenges of change and innovation. 1.3 Identifying examples of the types of changes that are within and outside own scope of responsibility</p>	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied

LO2. Discuss and develop ideas with others

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
2.1 People who could provide input to ideas for improvements are identified. 2.2 Ways of approaching people to begin sharing ideas are selected. 2.3 Meeting is set with relevant people. 2.4 Ideas for follow up are review and	<p>Required knowledge:</p> <p>2.1 Roles of individuals in suggesting and making improvements. 2.2 Positive impacts and challenges in innovation. 2.3 Types of changes and responsibility. 2.4 Seven habits of highly effective people.</p> <p>Required Skills</p> <p>2.1 Identifying opportunities to improve and to do things better. Involvement. 2.2 Identifying the positive impacts and the challenges of change and innovation.</p>	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character

selected based on feedback. 2.5 Critical inquiry method is used to discuss and develop ideas with others.	2.3 Providing examples of the types of changes that are within and outside own scope of responsibility 2.4 Communicating ideas for change through small group discussions and meetings.			strengths and virtues applied
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LO3. Integrate ideas for change in the workplace

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
3.1 Critical inquiry method is used to integrate different ideas for change of key people. 3.2 Summarizing, analyzing and generalizing skills are used to extract salient points in the pool of ideas. 3.3 Reporting skills are likewise used to communicate results. 3.4 Current Issues and concerns on the systems, processes and procedures, as well as the need for simple innovative practices are identified	Required knowledge: 3.1 Roles of individuals in suggesting and making improvements. 3.2 Positive impacts and challenges in innovation. 3.3 Types of changes and responsibility. 3.4 Seven habits of highly effective people. 3.5 Basic research skills. Required Skills 3.1 Identifying opportunities to improve and to do things better. Involvement. 3.2 Identifying the positive impacts and the challenges of change and innovation. 3.3 Providing examples of the types of changes that are within and outside own scope of responsibility. 3.4 Communicating ideas for change through small group discussions and meetings. 3.5 Demonstrating skills in analysis and interpretation of data.	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied

UNIT OF COMPETENCY : PRESENT RELEVANT INFORMATION

MODULE TITLE : PRESENTING RELEVANT INFORMATION

MODULE DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to present data/information appropriately.

NOMINAL DURATION : 8 hour

SUMMARY OF LEARNING OUTCOMES:

- LO1. Gather data/ information
 LO2. Assess gathered data/ information
 LO3. Record and present information

DETAILS OF LEARNING OUTCOMES:

LO1. Gather data/ information

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Evidence, facts and information are collected 1.2 Evaluation, terms of reference and conditions are reviewed to determine whether data/information falls within project scope	<p>Required knowledge:</p> <p>1.1 Organisational protocols 1.2 Confidentiality 1.3 Accuracy 1.4 Business mathematics and statistics 1.5 Data analysis techniques/ procedures 1.6 Reporting requirements to a range of audiences 1.7 Legislation, policy and procedures relating to the conduct of evaluations 1.8 Organisational values, ethics and codes of conduct</p> <p>Required Skills</p> <p>1.1 Describing organisational protocols relating to client liaison 1.2 Protecting confidentiality 1.3 Describing accuracy 1.4 Computing business mathematics and statistics 1.5 Describing data analysis techniques/ procedures 1.6 Reporting requirements to a range of audiences 1.7 Stating legislation, policy and procedures relating to the conduct of evaluations 1.8 Stating organisational values, ethics and codes of conduct</p>	Specific resources for assessment: 1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role Play <p>Course delivery For Blended & Combination of Distance Learning and Face to Face:</p>	<ul style="list-style-type: none"> Oral evaluation Written Test Observation Presentation

LO2. Assess gathered data/ information

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>2.1 Validity of data/ information is assessed</p> <p>2.2 Analysis techniques are applied to assess data/ information.</p> <p>2.3 Trends and anomalies are identified</p> <p>2.4 Data analysis techniques and procedures are documented</p> <p>2.5 Recommendations are made on areas of possible improvement.</p>	<p>Required knowledge:</p> <p>2.1 Business mathematics and statistics</p> <p>2.2 Data analysis techniques/ procedures</p> <p>2.3 Reporting requirements to a range of audiences</p> <p>2.4 Legislation, policy and procedures relating to the conduct of evaluations</p> <p>2.5 Organisational values, ethics and codes of conduct</p> <p>Required Skills</p> <p>2.1 Computing business mathematics and statistics</p> <p>2.2 Describing data analysis techniques/ procedures</p> <p>2.3 Reporting requirements to a range of audiences</p> <p>2.4 Stating legislation, policy and procedures relating to the conduct of evaluations</p> <p>2.5 Stating organisational values, ethics and codes of conduct</p>	<p>Specific resources for assessment:</p> <p>1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.</p>	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role Play Practical exercises 	<ul style="list-style-type: none"> Oral evaluation Written Test Observation Presentation

LO3. Record and present information

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>3.1 Studied data/information are recorded.</p> <p>3.2 Recommendations are analysed for action to ensure they are compatible with the project's scope and terms of reference.</p> <p>3.3 Interim and final reports are analysed and outcomes are compared to the criteria established at the outset.</p> <p>3.4 Findings are presented to stakeholders.</p>	<p>Required knowledge:</p> <p>3.1 Data analysis techniques/ procedures</p> <p>3.2 Reporting requirements to a range of audiences</p> <p>3.3 Legislation, policy and procedures relating to the conduct of evaluations</p> <p>3.4 Organisational values, ethics and codes of conduct</p> <p>Required skills</p> <p>3.1 Describing data analysis techniques/ procedures</p> <p>3.2 Reporting requirements to a range of audiences</p> <p>3.3 Stating legislation, policy and procedures relating to the conduct of evaluations</p> <p>3.4 Stating organisational values, ethics and codes of conduct practices</p>	<p>Specific resources for assessment:</p> <p>1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.</p>	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role Play Practical exercises 	<ul style="list-style-type: none"> Oral evaluation Written Test Observation Presentation

UNIT OF COMPETENCY	:	PRACTICE OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES
MODULE TITLE	:	PRACTICING OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES
MODULE DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to identify OSH compliance requirements, prepare OSH requirements for compliance, perform tasks in accordance with relevant OSH policies and procedures
NOMINAL DURATION	:	4 Hours

SUMMARY OF LEARNING OUTCOMES:

- LO1. Identify OSH compliance requirements
 LO2. Prepare OSH requirements for compliance
 LO3. Perform tasks in accordance with relevant OSH policies and procedures

DETAILS OF LEARNING OUTCOMES:

LO1. Identify OSH compliance requirements

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Relevant OSH requirements, regulations, policies and procedures are identified in accordance with workplace policies and procedures 1.2 OSH activity nonconformities are conveyed to appropriate personnel 1.3 OSH preventive and control requirements are identified in accordance with OSH work policies and procedures	<p>Required knowledge:</p> <p>1.1. OSH preventive and control requirements 1.2. Hierarchy of Controls 1.3. Hazard Prevention and Control 1.4. General OSH principles 1.5. Work standards and procedures 1.6. Safe handling procedures of tools, equipment and materials 1.7. Standard emergency plan and procedures in the workplace</p> <p>Required skills</p> <p>1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills</p>	The following resources should be provided: 1 Facilities, materials tools and equipment necessary for the activity	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning

LO2. Prepare OSH requirements for compliance

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
2.1 OSH work activity material, tools and equipment requirements are identified in accordance with workplace policies and procedures 2.2. Required OSH materials, tools and equipment are acquired in	<p>Required knowledge:</p> <p>2.1. Resources necessary to execute hierarchy of controls 2.2. General OSH principles 2.3. Work standards and procedures 2.4. Safe handling procedures of tools, equipment and materials 2.5. Different OSH control measures</p> <p>Required skills</p> <p>2.1. Communication skills 2.2. Estimation skills</p>	The following resources should be provided: 1 Facilities, materials tools and equipment necessary for the activity	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning

accordance with workplace policies and procedures 2.3. Required OSH materials, tools and equipment are arranged/ placed in accordance with OSH work standards	2.3. Interpersonal skills 2.4. Critical thinking skills 2.5. Observation skills 2.6. Material, tool and equipment identification skills			
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LO3. Perform tasks in accordance with relevant OSH policies and procedures

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
3.1 Relevant OSH work procedures are identified in accordance with workplace policies and procedures 3.2 Work Activities are executed in accordance with OSH work standards 3.3 Non-compliance work activities are reported to appropriate personnel	<p>Required knowledge:</p> <p>3.1. OSH work standards 3.2. Industry related work activities 3.3. General OSH principles 3.4. OSH Violations Non-compliance work activities</p> <p>Required skills</p> <p>3.1 Communication skills 3.3 Interpersonal skills 3.4 Troubleshooting skills 3.5 Critical thinking skills 3.6 Observation skills</p>	The following resources should be provided: 1 Facilities, materials tools and equipment necessary for the activity	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning

UNIT OF COMPETENCY	:	EXERCISE EFFICIENT AND EFFECTIVE SUSTAINABLE PRACTICES IN THE WORKPLACE
MODULE TITLE	:	EXERCISING EFFICIENT AND EFFECTIVE SUSTAINABLE PRACTICES IN THE WORKPLACE
MODULE DESCRIPTOR	:	This unit covers knowledge, skills and attitude to identify the efficiency and effectiveness of resource utilization, determine causes of inefficiency and/or ineffectiveness of resource utilization and Convey inefficient and ineffective environmental practices
NOMINAL DURATION	:	3 hours

SUMMARY OF LEARNING OUTCOMES:

- LO1. Identify the efficiency and effectiveness of resource utilization
 LO2. Determine causes of inefficiency and/or ineffectiveness of resource utilization
 LO3. Convey inefficient and ineffective environmental practices

DETAILS OF LEARNING OUTCOMES:

LO1. Identify the efficiency and effectiveness of resource utilization

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Required resource utilization in the workplace is measured using appropriate techniques 1.2 Data are recorded in accordance with workplace protocol 1.3 Recorded data are compared to determine the efficiency and effectiveness of resource utilization according to established environmental work procedures	Required knowledge: 1.1. Importance of Environmental Literacy 1.2. Environmental Work Procedures 1.3. Waste Minimization 1.4. Efficient Energy Consumptions Required skills 1.1 Recording Skills 1.2 Writing Skills 1.3 Innovation Skills	The following resources should be provided: 1. Workplace 2. Tools, materials and equipment relevant to the tasks 3. PPE 4. Manuals and references	<ul style="list-style-type: none"> • Lecture • Group Discussion • Simulation • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning

LO2. Determine causes of inefficiency and/or ineffectiveness of resource utilization

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
2.1 Potential causes of inefficiency and/or ineffectiveness are listed 2.2 Causes of inefficiency and/or ineffectiveness are identified through deductive reasoning 2.3 Identified causes of inefficiency and/or ineffectiveness are validated thru established environmental procedures	Required knowledge: 2.1 Causes of environmental inefficiencies and ineffectiveness Required skills 2.1 Deductive Reasoning Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills	The following resources should be provided: 1. Workplace 2. Tools, materials and equipment relevant to the tasks 3. PPE 4. Manuals and references	<ul style="list-style-type: none"> • Lecture • Group Discussion • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning

LO3. Convey inefficient and ineffective environmental practices

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>3.1 Efficiency and effectiveness of resource utilization are reported to appropriate personnel</p> <p>3.2 Concerns related resource utilization are discussed with appropriate personnel</p> <p>3.3 Feedback on information/ concerns raised are clarified with appropriate personnel</p>	<p>Required knowledge:</p> <p>3.1 Appropriate Personnel to address the environmental hazards</p> <p>3.2 Environmental corrective actions</p> <p>Required skills</p> <p>3.1 Written and Oral Communication Skills</p> <p>3.2 Critical thinking</p> <p>3.3 Problem Solving</p> <p>3.4 Observation Skills</p> <p>3.5 Practice Environmental Awareness</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 1. Workplace 2. Tools, materials and equipment relevant to the tasks 3. PPE 4. Manuals and references 	<ul style="list-style-type: none"> •Lecture •Group Discussion •RolePlay •Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning

UNIT OF COMPETENCY	:	PRACTICE ENTREPRENEURIAL SKILLS IN THE WORKPLACE
MODULE TITLE	:	PRACTICING ENTREPRENEURIAL SKILLS IN THE WORKPLACE
MODULE DESCRIPTOR	:	This unit covers the outcomes required to apply entrepreneurial workplace best practices and implement cost-effective operations
NOMINAL DURATION	:	4 Hour

SUMMARY OF LEARNING OUTCOMES:

- LO1. Apply entrepreneurial workplace best practices
LO2. Communicate entrepreneurial workplace best practices
LO3. Implement cost effective operations

DETAILS OF LEARNING OUTCOMES:

LO1. Apply entrepreneurial workplace best practices

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
1.1 Good practices relating to workplace operations are observed and selected following workplace policy. 1.2 Quality procedures and practices are complied with according to workplace requirements. 1.3 Cost-conscious habits in resource utilization are applied based on industry standards.	Required knowledge: 1.1 Workplace best practices, policies and criteria 1.2 Resource utilization 1.3 Ways in fostering entrepreneurial attitudes: • Patience • Honesty • Quality consciousness • Safety consciousness • Resourcefulness Required skills 1.1 Communication skills 1.2 Complying with quality procedures	The following resources should be provided: 1 Simulated or actual workplace 2 Tools, materials and supplies needed to demonstrate the required tasks 3 References and manuals 3.1 Enterprise procedures manuals 3.2 Company quality policy	• Case Study • Lecture/ Discussion	• Case Study • Written Test • Interview

LO2. Communicate entrepreneurial workplace best practices

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
2.1 Observed good practices relating to workplace operations are communicated to appropriate person. 2.2 Observed quality procedures and practices are communicated to appropriate person 2.3 Cost-conscious habits in resource utilization are communicated based on industry standards.	Required knowledge: 2.1 Workplace best practices, policies and criteria 2.2 Resource utilization 2.3 Ways in fostering entrepreneurial attitudes: • Patience • Honesty • Quality consciousness • Safety consciousness • Resourcefulness Required skills 2.1 Communication skills	The following resources should be provided: 1 Simulated or actual workplace 2 Tools, materials and supplies needed to demonstrate the required tasks 3 References and manuals 3.1 Enterprise procedures manuals 3.2 Company quality policy	• Lecture/ Discussion	• Written Test • Interview

	2.2 Complying with quality procedures 2.3 Following workplace communication protocol			
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LO3. Implement cost-effective operations

Assessment Criteria	Contents	Conditions	Methodologies	Assessment Methods
<p>3.1 Preservation and optimization of workplace resources is implemented in accordance with enterprise policy</p> <p>3.2 Judicious use of workplace tools, equipment and materials are observed according to manual and work requirements.</p> <p>3.3 Constructive contributions to office operations are made according to enterprise requirements.</p> <p>3.4 Ability to work within one's allotted time and finances is sustained.</p>	<p>Required knowledge:</p> <p>3.1 Optimization of workplace resources</p> <p>3.2 5S procedures and concepts</p> <p>3.3 Criteria for cost effectiveness</p> <p>3.4 Workplace productivity</p> <p>3.5 Impact of entrepreneurial mindset to workplace productivity</p> <p>3.6 Ways in fostering entrepreneurial attitudes:</p> <ul style="list-style-type: none"> •Quality consciousness •Safety consciousness <p>Required skills</p> <p>3.1 Implementing preservation and optimizing workplace resources</p> <p>3.2 Observing judicious use of workplace tools, equipment and materials</p> <p>3.3 Making constructive contributions to office operations</p> <p>3.4 Sustaining ability to work within allotted time and finances</p>	<p>The following resources should be provided:</p> <p>1 Simulated or actual workplace</p> <p>2 Tools, materials and supplies needed to demonstrate the required tasks</p> <p>3 References and manuals</p> <p>3.1 Enterprise procedures manuals</p> <p>3.2 Company quality policy</p>	<ul style="list-style-type: none"> •Case Study •Lecture/ Discussion 	<ul style="list-style-type: none"> •Case Study •Written Test • Interview