



STANDARD KEMAHIRAN PEKERJAAN
KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

HUMAN CAPITAL DEVELOPMENT SUPPORT
SERVICE
LEVEL 2



**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE - LEVEL 2

1. INTRODUCTION

The Standard Practice and Standard Content are part of the NOSS document which is developed together with the Training Manual and Internship Manual to complete the whole NOSS.

This is a new NOSS developed for Human Capital Development Support Service Level 2 under the human capital development (HCD) support service of Human Resources management sub-sector. There is a high demand for skilled personnel in this field as the industry develops rapidly. Based on the Malaysian Economic Transformation that aims to propel Malaysia to achieve high income economic status and bring the nation closer to vision 2020, the need for at least 40% of skilled and professional personnel in the industry is in demand.

Human Capital Development is a pillar to the Human Resource management sub-sector of Business Management Sector. This NOSS was developed to focus on the human capital development area of the said sector. The area must be seen as one of the interrelated area supporting each other in the total human resources management set up.

Human Capital Development Assistant may support and reporting to Human Capital Development Supervisor - Level 3

The demand for qualified and experienced Human Capital Development Assistant is high and increasing every year. Hence, the development of this NOSS is essential for the industry to have certain guidelines and standards based on the level of competencies demanded by the industry.

Based on the Development of Standard & Curriculum Workshop, it was recommended that the pre-requisite for Human Capital Development Support Service Level 2 training program is SKM human resource junior assistant - Level 1. The justification is based on Competency needed in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

The NOSS document can be used by training centres to conduct and simulate training by converting it into training manual documents such as an Instructional Material and Assessment Sheet as outlined by the Competency Based Training (CBT) methodology. This is to ensure a candidate that has undergone training, as required by this NOSS, will be able to perform every task and job scope efficiently and competently. With the current shortage of skilled Human Capital Development Assistant personnel in the industry, the need for structured training is essential.

The NOSS can also be utilised by human resource management professionals or managers as a useful basic instrument to support decision making process and

other activities in people management such as human resource planning, performance management, recruitment, selection & hiring, human resource development, manpower costing, and many more activities in their organization.

2. OCCUPATIONAL STRUCTURE

This NOSS provides first hand information to employees and employers regarding the Human Capital Development Support Service Level 2 functions and working environment. This NOSS also provides a career path and employment development for those involved in this profession.

Consequently, the development of this NOSS at Level 2 (*Refer Figure 1.1 Occupational Framework matrix for Human Resource Management and figure 1.2 Occupational Area analysis (OAA) Chart for Human Resource Management – Human Capital Development Support Service*) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

OCCUPATIONAL CHART
FIELD: Human Resource Management

LEVEL	OCCUPATION						
8	N/A						
7	Human Resource General Manager						
6	Human Resource Manager						
5	Employee-employer Relations Manager	Staffing Manager	Compensation Manager		Human Capital Devt. Manager	Security Manager	Occupational Safety & Health Manager
4	Employee-employer Relations Executive	Staffing Executive	Salary Admin. Executive	Fringe Benefits Executive	Human Capital Devt. Executive	Security Superintendant	Occupational Safety & HeLTH Superintendant
3	Human Resource Supervisor				HUMAN Capital Devt. Supervisor	Security Officer	Occupational Safety & Health Officer
2	Human Resource Assistant				Human Capital Devt. Assistant	Security Team Leader	Occupational Safety & Health Assistant
1	Human Resource Junior Assistant					Security Guard	Occupational Safety & Health Junior Assistant

HR FUNCTIONS	Employee-employer Relations Management	Staffing Management	Compensation And Benefits Management		Human Capital Development	Internal Security	Occupational Safety & Health
--------------	--	---------------------	--------------------------------------	--	---------------------------	-------------------	------------------------------

Figure 1.1 Occupational Framework matrix for Human Resource Management – Human Capital Development Assistant Level 2.

OCCUPATIONAL AREA ANALYSIS (OAA) CHART
FIELD: Human Resource Management

LEVEL	OCCUPATIONAL AREA					
8	Scientist					
7	Human Resource General Management					
6	Human Resource General Management					
5	Employee- Employer Relations Management	Staffing Management	Compensation and Benefits Management	Human Capital Devt. Management	Internal Security Management	Occupational Safety & Health Management
4						
3	Human Resource Management Support Service			Human Capital Development Support Service	Internal Security Support Service	Occupational Safety & Health Support Service
2	Human Resource Management Support Service					
1	Human Resource Management Support Service				Internal Security Support Service	Occupational Safety & Health Support Service
	Human Resource Management Support Service					
AREA GROUP	Employee-Employer Relations	Staffing	Compensation And Benefits	Human Capital Development	Internal Security	Occupational Safety & Health

Figure 1.2 Occupational Area Analysis (OAA) Chart for Human Resource Management

3. DESCRIPTION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation and Production Level)	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2: (Operation and Production Level)	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3: (Supervisory Level)	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4: (Executive Level)	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5: (Managerial Level)	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

The pre-requisite to pursue this course is SKM human resource junior assistant-Level 1. All candidates are also recommended to undergo on job training to attain knowledge and skills in the Human capital development field of work.

Candidates after being assessed, verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 1, 2 and 3 as for Level 4 and 5 shall be awarded with Diploma Kemahiran Malaysia and Diploma Lanjutan Kemahiran Malaysia respectively.

This NOSS outlines competency units, competency profile and curriculum of competency units in the Human Capital Development Support Service Level 2 working environment as required by the industry and has been analyzed, developed and documented by the selected industrial expert panel. To meet the requirements of this industry, it is imperative that the competency units, competency profile and curriculum of competency units outlined to follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency units, competency profile and curriculum of competency units must be conducted. The training & assessment of a Human Capital Development Support Service Level 2 must be deployed in accordance with JPK policy and in adherence to relevance business policy and legislations.

5. JOB COMPETENCIES

A human capital development support service level 2 is competent in performing:

- Human capital development data processing
- Human capital development administrative support functions
- Human capital development field support functions
- Human capital development logistics support functions.
- Human capital development program sales & marketing support functions.

6. WORKING CONDITIONS

The incumbent for this position belongs to the front line management group of the organisation. The members must possess human capital development support function competencies such as computer application skills, clerical support service function skills, training logistics support skills, and all other technical support skills as required. To enable them to undertake their duties and responsibilities effectively. Generally an effective Human Capital Development Assistant demonstrates strong technical and interpersonal, qualities. Effective leadership will lead to successful human capital development support service which will subsequently lead to the overall success of the organisation.

Like other human resource management functions, the human capital development activities must uphold the goals and vision of the organisation. This requires the incumbent to have knowledge of the business of the organisation.

As an individual member in the organization, they must continuously support planned change program in the organisation to ensure that the firm is constantly relevant to its business environment. The responsibility is to ensure that the Human Capital

Development Support Service runs smoothly, thus the organization productivity increase to make Human Capital Development management a critical and challenging function. This requires an incumbent that is creative, initiative, proactive, informative and sensitive to the organisation's business environment. Timeliness is also a main criterion that cannot be overlooked or neglected in the life of a successful Human Capital Development Assistant.

The incumbents of these jobs will also interact with external parties. Therefore, upholding the image of the organisation is part of their responsibilities.

7. EMPLOYMENT PROSPECTS

The future of Human Capital Development support service function will be directly influenced by the needs of the human resource management field in all sectors. Business and non-business organisations in the world will always demand for competent human resource management personnel which include Human Capital Development assistant. The close interrelation between the Human Capital Development function and other human resource management functions makes it easy to shape and develop the incumbent for this position to carry other functions in human resource management field. This enlarges the career scope of Human Capital Development Assistants.

Ever since entrepreneurs and managers start viewing workers as a “valuable resources” or “social capital”, human resource management has become a major discipline in organisational management. This has strengthened the positions of the practitioners of this field in the industry. The creation of human resource research as one of the main activities in this field has increased its awareness towards its environmental changes. Thus this field is highly relevant and potential to be ahead of its time. The increase and strengthening of human resource discipline in higher educational institutions have proven that demand for professionals in this field is increasing. The field of human resource management is crucial in all economic conditions. It is required during the economic boom where recruitment and training of workers become a priority. And it is also needed during the economic recession where industrial relations issues become the main focus. Human Capital Development functions are required directly to all of these situations and processes.

Entrepreneurs, industrialist and researchers have labelled the human resource management function as part of critical business function. The importance of the human resource management field has opened up a wider and richer career options. Employees at lower level have the opportunity to rise up to higher level positions when the human resource management department expands. Experienced assistant in this field also will have the opportunity to rise up to supervisory management levels.

8. SOURCES OF ADDITIONAL INFORMATION

Local

- **Kementerian Sumber Manusia Malaysia**
Aras 6-9 Blok D3, Kompleks D,
Pusat Pentadbiran Kerajaan Persekutuan, 62530 Putrajaya

- **Malaysian Institute of Human Resource Management,**
No. K1&2, Upper Ground Floor, Bangunan Khas, Jln 8/1E,
Petaling Jaya, Selangor DE.
www.mihrm.com.my
- **Malaysian Association of Human Resource Consultants**
Lot 301 Block A, Glomac Business Centre,
10 Jalan SS6/3, Kelana Jaya, 47301 Petaling Jaya,
Selangor, Malaysia
- Resource Centre
OHRM Consult Sdn Bhd.
22-4-1 Diamond Square, Jln 4/50 Off Jln Gombak,
53000 Kuala Lumpur.
- **Malaysian Employers Federation**
3A06-3A07, Block A, Pusat Dagangan Phileo Damansara II
No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya.

International

- International Labor Organization
4 route des Morillons , CH-1211 Genève 22 Switzerland
Switchboard: +41 (0) 22 799 6111 Fax: +41 (0) 22 798 8685
Website: <http://www.ilo.org> E-mail: ilo@ilo.org
- Chartered Institute of Personnel and Development
151 The Broadway, London SW19 1JQ, UK
www.cipd.co.uk

9. APPROVAL DATE

The National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on 05th.April 2012.

10. ACKNOWLEDGEMENT

10.1 This Standard has been circulated to the respective industry for two weeks for validation and feedback. The list of companies that have received the draft are as follow;

- i) Atlan Holdings Bhd,
16th.Flr, Menara Atland, 161B, Jln Ampang, 50450 Kuala Lumpur.
- ii) Concord Hotel
Jalan Tengku Ampuan Zabedah, Shah alam, Selangor DE.
- iii) Limkokwing University of Creative Technology,
Jalan Teknokrat 1/1, 63000 Cyberjaya, Selangor DE.
- iv) Malaysian Institute of Human Resource Management
K2, Upper Ground Floor, Bangunan Khas, Jln 8/1E,
46050 Petaling Jaya, Selangor DE.

10.2 This Standard was presented in the Council of Malaysian Institute of Human Resource Management special meeting (MIHRM) on 12th of January 2012. The MIHRM Council believes that the standard content is in accordance with the industry practice and fulfils the latest practice of human resource management requirement. This standard will be able to support and strengthen the practitioners' professionalism in this field.

10.3 To meet the development process requirement, this standard has been presented to and reviewed by the following members of the Standard Technical Evaluation Committee (STEC) on 15 December 2011 to ensure the suitability and accuracy of its contents:

- i) DR. MOHD GHAZALI BIN ABDUL GHAIB
- ii) DR. KRISHNA JAYARAM
- iii) DR. JOHN BOSCO FERNANDEZ
- iv) Pn. ROSITAH BINTI YAHAYA

10.4 The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

11. NOSS DEVELOPMENT COMMITTEE MEMBERS

HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE LEVEL 2

PANEL		
1.	PN. Hjh. ZAKIAH BINTI ABDULLAH	Director – Human Resource & Administration OHRM Consult Sdn Bhd. Kuala Lumpur.
2.	PN. SYAFIRA BINTI SARAPOL	Asst. Director – Human Resource Management Limkokwing University of Creative Technology Cyberjaya, Selangor DE.
3.	PN. SITI NORHIZAH BINTI MAT ISA	Sr. Manager - Human Resource & Admin. PKNS Infra Berhad., Petaling Jaya.
4.	Mr. YEAK SU OO	Sr. Manager - Human Resource Management Pantai Medivest Sdn Bhd. Kuala Lumpur
5.	DR. WINNIE MUJAH	Lecturer - INTI International University (<i>Laureate International Universities Group</i>)
6.	PN. JULIANA BINTI ALIAS	Senior Executive – Human Resource & Admin. System Protection & Maintenance Sdn Bhd.
7.	PN. NORAZLINA BINTI ABDULLAH	Executive – Human Resource Management McLaren Saksama (Malaysia) Sdn Bhd.
8.	WAN IMRAN RASHOMON BIN WAN MOHD ISA	Human Resource Manager Sheraton Hotel Kuala Lumpur.
9.	Maj (B) IBRAHIM BIN HASHIM	HR Advisor/ Advocate & Solicitor Ibrahim Hashim Assoc & Co, Shah Alam
FACILITATOR		
1.	DR. MARZUKI BIN UJUD	President - OHRM Consult Sdn. Bhd. Kuala Lumpur
CO-FACILITATOR		
1.	EN. FARIS ASYRAF BIN MARZUKI	Director - Legitimate Project Management Sdn Bhd, Kajang, Selangor DE.
2.	EN. SHAMSUL BHRIN BIN ABDULLAH	OHRM Consult Sdn Bhd. Kuala Lumpur.
TECHNICAL SUPPORT OFFICER (IT)		
1.	EN. HAZIQ ASYRAF BIN MARZUKI	Legitimate Project Management Sdn Bhd. Kajang, Selangor DE.

PROOF READER

1.	Cik NUR KIASATINA BINTI MARZUKI <i>B.Arch.Sc(Hons) IIUM, B.Architecture (Hons) IIUM, Cert.G.Translation ITNM. Cert.Japanese Lang. (UM), Arabic Lang.(IIUM).</i>	Project Director/ Architect OHRM Consult Sdn Bhd., Kuala Lumpur.
----	---	--

12. GLOSSARY

Coaching: is a powerful alliance designed to forward and enhance the lifelong process of human learning, effectiveness and fulfilment. It is a method of directing, instructing and training a person or group of people, with the aim to achieve some goal or develop specific skills.

Code of Conduct for Industrial Harmony: Areas for co-operation and Agreed Industrial Relations Practices. The Code to be observe. Failure to comply with any part of it may cause the award to be against you.

Collective Bargaining; is defined under section 2 of the Industrial Relation Act 1967 to mean negotiating with a view to the conclusion of a collective agreement.

Collective Agreement: an agreement in writing concluded between an employer or a trade union of employers on the one hand and a trade union of workmen on the other relating to the terms and conditions of employment and work of workmen or concerning relations between such parties

Conciliation: Conciliation is a process in which parties to a dispute, with the assistance of a neutral third party (the conciliator), identify the disputed issues, develop options, consider alternatives and endeavour to reach a resolution by agreement. The process is strictly confidential between the parties.

Conflict: A process that begins when one party perceives that another party has negatively affected, or is about to negatively affect , something that the first party cares about.

Counseling: is a conversational process that can be instrumental in the development of skills that help employees effectively confront and cope with uncertainties and conflicts.

Critical Incidents Method: a techniques that requires written records to be kept of highly favorable and highly unfavorable actions that occur in an employee's work.

Culture: the set of values, guiding beliefs, understandings, and ways of thinking that is shared by members of an organization and is taught to new memebers as correct.

The Doctrine of Frustration: Describes a situation where after the conclusion of a contract, unforeseeable events occur, rendering the performance of that contract impossible. Under that doctrine, courts have the power to discharge any contract that falls within its scope as "frustrated".

Employee referral program: is an internal recruitment method employed by organizations to identify potential candidates from their existing employee's social networks. This scheme encourages a company's existing employees to select and recruit the suitable candidates from their social networks. As a reward, the employer typically pays the referring employee a referral bonus.

Employment pass: is type of work pass granted to foreign professionals with suitable qualifications and experience.

Exempt staff or exempt employee is an employee who falls outside of the definition of employee by the Employment Act 1955. Exempt employees are most often found in managerial, supervisory, professional, administrative, and functional leadership roles.

Expatriate: An expatriate (in abbreviated form, expat) is someone who has chosen to live in a country other than the one in which he or she legally resides.

External equity: A condition which exists when pay for employees performing jobs in a firm that is comparable to that of similar jobs in other firms.

Grievance: means any discontentment or dissatisfaction in an employee arising out of anything related to the enterprise where he/she is working. It arises when an employee feels that something has happened or is going to happen which is unfair, unjust or inequitable.

Industrial Action: Any form of coordinated action in an industrial dispute by employees, with or without the support of a trade union, that seeks to force employers to agree to their demands relating to wages, terms of employment, working conditions etc

Internal equity: A condition which exists when employees performing jobs for a company are paid according to their job's relative value within that organization.

Job Bidding: A technique that permits individuals in the organization who believe that they possess the required qualifications to apply for the posted job.

Job analysis: The systematic process of determining the duties and skills required for performing jobs in an organization.

Job Posting: A procedure for communication to company employees the fact that job openings exist.

Job Description: A document that provides information regarding the tasks and responsibilities of the job.

Job Specification: The minimum acceptable qualifications that a person should possess to perform a job.

Key Performance Indicator: A Key Performance Indicator (KPI) is a critical measurement of the performance of essential tasks, operations, or processes. A KPI will usually unambiguously reveal conditions or performance that is outside the norm and that signals a need for managerial intervention

Labor turnover: Ratio of number of employees that leave a firm through attrition, dismissal, or resignation during a period to the number of employees on payroll during the same period. It is the rate at which an employer gains and losses employees. Simple

ways to describe it are "how long employees tend to stay" or "the rate of traffic through the revolving door." Turnover is measured for individual companies and for their industry as a whole.

Learning organization: An organization in which everyone is engaged in identifying and solving problems, enabling the organization to continuously experiment, improve, and increase its capability.

Litigation: is the process of taking a case through court. In litigation, there is a plaintiff (one who brings the charge) and a defendant (one against whom the charge is brought).

Logistics: The procurement, maintenance, distribution, and replacement of personnel and material.

Natural justice is a term of art that denotes specific procedural rights in the English legal system and the systems of other nations based on it. There are two rules that natural justice is concerned with, the rule against bias (*nemo iudex in causa sua*) and the right to a fair hearing (*audi alteram partem*).

Objective: is a goal characterized by a comparatively short time span and specific, measurable achievements,

Organization Design: Is a formal, guided process for integrating the people, information and technology of an organization. It is used to match the form of the organization as closely as possible to the purpose(s) the organization seeks to achieve. Through the design process, organizations act to improve the probability that the collective efforts of members will be successful.

Organization Development: a collection of planned-change interventions, built on humanistic-democratic values, that seek to improve organizational effectiveness and employee well-being.

Performance Appraisal: A system that provides a periodic review and evaluation of an individual's job performance.

Performance Dashboard; Performance dashboard is a management tool to gauge performance and progress toward business goals. Dashboards can be designed and developed to address a wide range of objectives, from monitoring the viability of a global organization's business strategy, to keeping a check on a department's ability to achieve service-level targets.

Performance Gaps . The difference between the objectives established in the goal-formulation process and the result likely to be achieved if the existing strategy is continued.

Situational analysis A situational analysis defines and interprets the state of the environment of a person or organization. A situational analysis describes an organization's competitive position, operating and financial condition and general state of internal and external affairs.

Standard Costing system: is a tool for planning budgets, managing and controlling costs, and evaluating cost management performance. At the end of the accounting period, the actual amounts and costs of direct material used and the actual amounts and

pay rates of direct labour utilized are compared to the previously set standards. Comparing the actual costs to the standard costs and examining the variances between them allows managers to look for ways to improve cost control, cost management, and operational efficiency.

Strategy: the current set of plans, decisions and objectives that have been adopted to achieve the organization's goals.

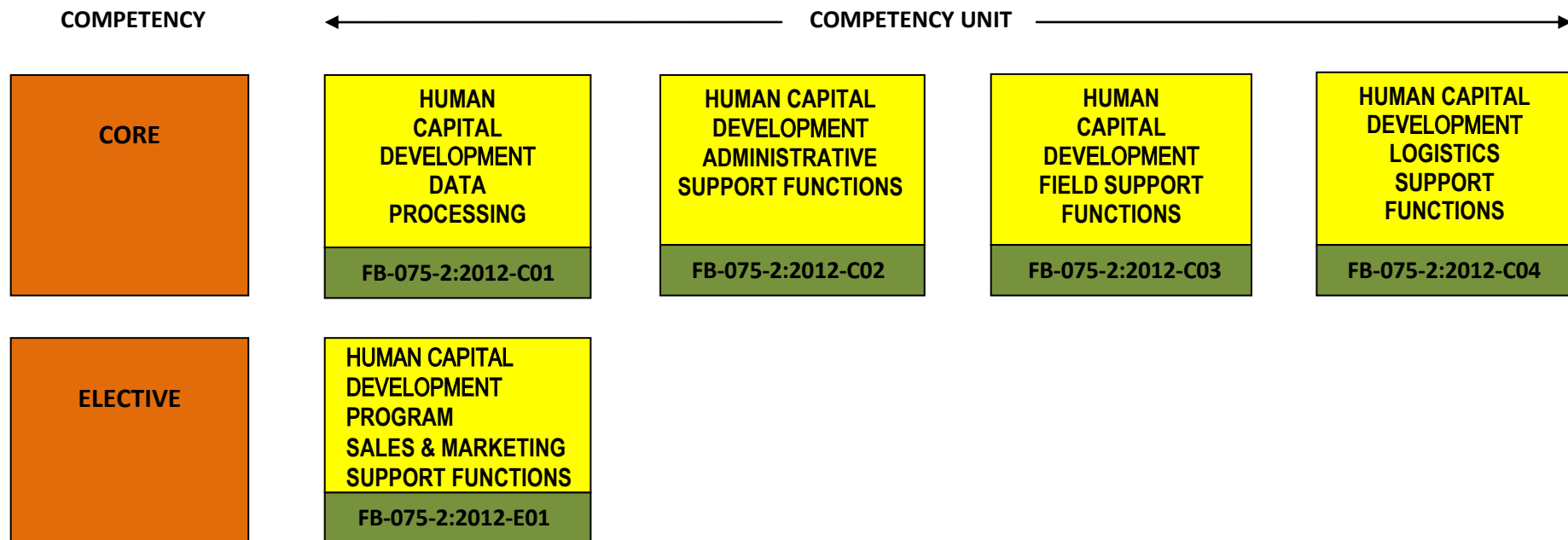
Telemarketing: is promote a particular brand of product through phone. It is a method of direct marketing in which a salesperson solicits prospective customers to buy products or services, either over the phone or through a subsequent face to face or Web conferencing appointment scheduled during the call. Telemarketing can also include recorded sales pitches programmed to be played over the phone via automatic dialing.

Trade dispute is defined under section 2 of the Industrial Relations Act, 1967 and Section 2 of the Trade Unions Act 1959 as any dispute between an employer and his workmen which is connected with the employment or non-employment or the terms of employment or the conditions of work of any such workmen.

Work Permit: is a generic term for a legal authorization which allows a person to take employment. It is most often used in reference to instances where a person is given permission to work in a country where one does not hold citizenship.

COMPETENCY PROFILE CHART (CPC)

SECTOR	BUSINESS MANAGEMENT		
SUB-SECTOR	HUMAN RESOURCE MANAGEMENT		
JOB AREA	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE		
JOB LEVEL	2	JOB AREA CODE	FB-075-2:2012



COMPETENCY PROFILE (CP)

Sub Sector	HUMAN RESOURCE MANAGEMENT
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES
Level	Two (2)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Human Capital Development Data Processing	FB-075-2: 2012-C01	HCD data processing is a computer application works involving HCD related data entry, systematically summarise, analyse or otherwise convert data into usable information in accordance with organizational requirements. The personal who are competent in HCD data processing shall be able to apply computerized systems to record, analyze, sort, summarize, calculate, disseminate and store data as instructed.	<ol style="list-style-type: none"> 1. Identify HCD data processing requirements 2. Plan HCD data processing activities 	<ol style="list-style-type: none"> 1.1 Type of HCD data, source of HCD data, Data Processing Systems and instruments examined. 1.2 HCD Data characteristics identified. 2.1 Job instruction interpreted 2.2 HCD Data processing objectives determined. 2.3 HCD data processing standard & procedure and data processing work flow examined. 2.4 Computer application skills & literacy applied. 2.5 Human resource information systems requirements identified.. 2.6 HCD data processing systems analyzed. 2.7 HCD data processing activities plan drafted.

			<p>3. Perform HCD data processing.</p>	<p>3.1 Obtain HCD data entry instruction obtained, HCD data entry requirements checked and source of data identified.</p> <p>3.2 Raw data or Documents draft examined.</p> <p>3.3 Document classification and reference index, document format, and document standard contents determined.</p> <p>3.4 Documents variable contents inserted.</p> <p>3.5 Graphic & tabulation techniques applied.</p> <p>3.6 HCD letter signatory identified, addressee and mode of mailing determined. And correspondence documents filing recorded.</p> <p>3.7 HCD data authorization and data validity acquired.</p> <p>3.8 HCD Program Certificate, HCD non-correspondence documents and HCD correspondence documents generated.</p> <p>3.9 Data entry activity recorded.</p>
--	--	--	--	---

			<p>4. Evaluate HCD data processing performance.</p> <p>5. Generate HCD data processing report.</p>	<p>4.1 Performance management objectives, performance standard, and performance Indicator determined.</p> <p>4.2 Performance evaluation techniques applied.</p> <p>4.3 Performance analyzed, performance gap identified and continuous improvement plan developed.</p> <p>5.1 Data processing record systems examined.</p> <p>5.2 Completed Data processing job list prepared.</p> <p>5.3 Critical incidents identified.</p> <p>5.4 HCD data processing software performance and Hardware performance overviewed.</p> <p>5.5 Data processing work status determined.</p>
2. Human Capital Development Administrative Support Functions	FB-075-2: 2012-C02	HCD administrative support functions is a clerical activities provided to support HCD administration according to HCD functional requirements. The personnel who are competent in administrative support	1. Identify HCD administrative support activities requirements.	<p>1.1 Administrative support objectives interpreted.</p> <p>1.2 Computer application skills & literacy acquired.</p> <p>1.3 Type of HCD administrative support activities, HCD administrative support</p>

		<p>function shall be able to prepare administrative documentation and correspondence, participants' registration, records upkeep, file maintenance, material requisition and carry out other HCD administrative support procedure in a way to obtain a specified end result.</p>	<p>2. Plan HCD administrative support activities.</p> <p>3. Perform HCD administrative support activities.</p>	<p>procedure examined.</p> <p>1.4 Administrative support systems analyzed.</p> <p>2.1 Administrative support objectives determined.</p> <p>2.2 administrative support requirements, activities, standard, process flow, facilities and resources examined.</p> <p>2.3 Administrative support activities time frame checked.</p> <p>2.4 Administrative support activities plan drafted up.</p> <p>3.1 HCD participants registration systems, participants registration process, correspondence documents mailing process, material requisition process and HCD external program disbursement systems conducted accordance with organizational requirements.</p> <p>3.2 HCD participants registration procedure, material requisition procedure and external program disbursement</p>
--	--	--	--	---

				<p>procedure followed accordance with organizational requirements.</p> <p>3.3 participants registration requirements, HCD program correspondence documents checked accordance with organizational requirements.</p> <p>4.1 Performance management objectives, performance standard, performance Indicator determined.</p> <p>4.2 Performance evaluation techniques applied.</p> <p>4.3 HCD administrative support activities performance evaluated.</p> <p>4.4 Performance gap identified and improvement program developed.</p> <p>5.1 Administrative support record systems analyzed.</p> <p>5.2 Completed administrative support job list examined.</p> <p>5.3 Critical incidents identified.</p> <p>5.4 Cycle time achievement determined..</p> <p>5.5 HCD administrative support</p>
			<p>4. Evaluate HCD Administrative support activities.</p> <p>5. Record HCD administrative support activities status.</p>	

				performance overviewed. 5.6 Administrative support work status determined.
3. Human Capital Development Field Support Functions	FB-075-2: 2012-C03	HCD field support functions is HCD outdoor support activities to support HCD program preparation, promotion and operation according to HCD functional requirements. The personnel who are competent in field support functions shall be able to perform outdoor promotional campaign, outdoor sales service, and outdoor HCD operational support activities in a way to achieve organizational objectives.	<p>1. Analyze HCD field support activities concepts and requirements.</p> <p>2. Plan HCD field support activities</p>	<p>1.1 HCD field support support objectives determined.</p> <p>1.2 HCD external promotional campaign support activities systems, program sales support activities systems and field training support activities systems interpreted.</p> <p>1.3 HCD external promotional campaign support activities requirements, external promotional campaign support activities resources, program sales support activities requirements, program sales support activities resources, field training support activities requirements and field training support activities resources examined.</p> <p>1.4 HCD field training support activities requirements list checked.</p> <p>2.1 Job instruction interpreted.</p> <p>2.2 HCD Field support service</p>

			<p>3. Perform HCD field support activities.</p>	<p>objectives determined.</p> <p>2.3 Field support service standard & procedure, Field support service work flow examined.</p> <p>2.4 Computer application systems utilized.</p> <p>2.5 HCD Field support service systems interpreted,</p> <p>2.6 HCD Field support service activity plan drafted up.</p> <p>3.1 HCD field support objectives examined.</p> <p>3.2 HCD external promotional campaign support activities systems, program sales support activities systems and field training support activities systems followed.</p> <p>3.3 HCD external promotional campaign support activities requirements checked.</p> <p>3.4 HCD external promotional campaign support activities resources and program sales support activities requirements acquired.</p> <p>3.5 HCD program sales support activities resources and field training support</p>
--	--	--	---	---

			<p>4. Evaluate HCD field support activities performance.</p> <p>5. Prepare HCD field support activities record.</p>	<p>activities resources utilized.</p> <p>3.6 HCD field training support activities requirements provided.</p> <p>3.7 HCD field support activities conducted.</p> <p>4.1 Performance management objectives, performance standard, and performance indicator determined.</p> <p>4.2 Performance evaluation techniques used, performance analyzed, performance gap identified and Improvement program developed.</p> <p>5.1 Field support activities record systems followed.</p> <p>5.2 Field support completed job list prepared and critical incidents explained.</p> <p>5.3 Field support activities work status determined. And field support activities record prepared.</p>
5 Human Capital Development Logistics Support Functions	FB-075-2: 2012-C04	HCD logistics support functions is the kind of actions or activities which support logistics administration covering HCD logistics resources storage,	1. Analyze HCD logistics support activities concepts and requirements.	<p>1.1 HCD storekeeping systems interpreted.</p> <p>1.2 HCD facilities and housekeeping arrangement examined.</p> <p>1.3 HCD program refreshment</p>

		<p>supply, maintenance, deployment, allocation, participants movements, and facilities & utilities preparation in accordance with organizational requirements. The personnel who are competent in logistics support function shall be able to perform storekeeping, inventory control, house keeping, food and refreshment arrangements in a way to obtain a specified end result.</p>	<p>2. Plan HCD logistics support activities.</p> <p>3. Perform HCD Logistics support activities.</p>	<p>and food supplies arrangement examined.</p> <p>1.4 Transportation services arrangement examined.</p> <p>1.5 Accommodation arrangement examined.</p> <p>1.6 Outdoor training resources supply systems analyzed.</p> <p>1.7 HCD equipments preventive maintenance systems analyzed.</p> <p>2.1 Job instruction interpreted.</p> <p>2.2 Standard operating procedure examined, HCD Field support service objectives determined, HCD Field support service work flow ascertained.</p> <p>2.3 Computer application systems utilized.</p> <p>2.4 HCD Field support service systems analyzed and HCD Field support service activity plan drafted up.</p> <p>3.1 HCD storekeeping activities conducted.</p> <p>3.2 HCD facilities and housekeeping, HCD program refreshment , food supplies, transportation services and</p>
--	--	--	--	---

			<p>4. Evaluate HCD Logistics support activities.</p> <p>5. Record HCD logistics support activities status.</p>	<p>accommodation arranged.</p> <p>3.3 Outdoor training resources supplies provided.</p> <p>3.4 HCD equipments preventive maintenance conducted.</p> <p>4.1 Performance evaluation objectives, performance standard and performance Indicator determined.</p> <p>4.2 performance evaluation techniques applied.</p> <p>4.3 Performance analyzed and performance gap identified.</p> <p>4.4 Improvement program developed.</p> <p>5.1 Logistics support record systems analyzed.</p> <p>5.2 Completed logistics support job list examined.</p> <p>5.3 Critical incidents identified.</p> <p>5.4 Cycle time achievement identified, HCD logistics support performance overviewed and logistics support work status determined.</p>
5. Human Capital Development Sales & Marketing Support Functions.	FB-075-2: 2012-E01	HCD program marketing & sales support functions is the kind of front line actions or activities which support the	1. Analyze HCD program marketing & sales support activities concept and requirements.	1.1 Marketing concepts and principles, sales concept and principles and tele sales & marketing

		<p>preparation and the implementation of marketing and sales plan in accordance with organizational requirements. The personnel who are competent in HCD program marketing & sales support functions shall be able to perform sales service, promotional preparation and implementation activities, and marketing & sales campaign, as instructed to achieve departmental objectives.</p>	<p>2. Plan HCD program marketing & sales support activities.</p> <p>3. Perform HCD Program sales & marketing support activities.</p>	<p>techniques interpreted..</p> <p>1.2 Communication skills, interpersonal training, sales skills and customer service skills acquired.</p> <p>1.3 HCD marketing promotional materials preparation and HCD marketing campaign support activities examined.</p> <p>2.1 HCD program sales & marketing support objectives determined.</p> <p>2.2 HCD program tele sales activity list, promotional materials preparation activity list, marketing campaign support activity list prepared.</p> <p>2.3 HCD program sales & marketing support activities timeframe and support activities targets acquired.</p> <p>2.4 HCD program sales & marketing support activities targets plan drafted up.</p> <p>3.1 HCD program tele sales activities conducted.</p> <p>3.2 HCD marketing promotional materials preparation and marketing campaign support activities carried</p>
--	--	---	--	--

			<p>4. Evaluate HCD Program marketing & sales support activities.</p> <p>5. Record HCD program marketing & sales support activities status.</p>	<p>out.</p> <p>3.3 Direct sales activities carried out.</p> <p>3.4 Sales record systems utilized and sales documentation provided.</p> <p>4.1 Performance evaluation objectives, performance standard, and performance Indicator determined.</p> <p>4.2 Performance evaluation techniques applied.</p> <p>4.3 Performance analyzed, performance gap identified and improvement program developed.</p> <p>5.1 Sales & marketing support record systems analyzed.</p> <p>5.2 Completed sales & marketing support job list examined.</p> <p>5.3 Critical incidents identified and cycle time achievement determined.</p> <p>5.4 HCD sales & marketing support performance overviewed and sales & marketing support work status determined.</p>
--	--	--	--	---

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT DATA PROCESSING						
Competency Unit Descriptor	HCD data processing is a computer application works involving HCD related data entry, systematically summarise, analyse or otherwise convert data into usable information in accordance with organizational requirements. The personnel who are competent in HCD data processing shall be able to apply computerized systems to record, analyze, sort, summarize, calculate, disseminate and store data as instructed.						
Competency Unit ID	FB-075-2:2012 C01	Level	2	Training Duration	295 Hrs.	Credit Hours	29 Hrs.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Identify HCD Data Processing Requirements	i. Type of HCD data ii. HCD data characteristics. iii. Source of HCD data. iv. Data processing systems v. Data processing facilities. vi. Data processing procedures vii. Data processing instruments.			25	Lecture	<ul style="list-style-type: none"> • Type of HCD data ascertained. • HCD data characteristics interpreted.. • Source of HCD data ascertained.
		i. Examine type of HCD data. ii. Analyze HCD Data characteristics iii. Examine source of		40	Demonstration & observation	<ul style="list-style-type: none"> • Data processing systems explored. • Data

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		HCD data. iv. Examine Data Processing Systems. v. Examine data precessing procedure. vi. Examine data processing instruments.				processing facilities explored. <ul style="list-style-type: none"> • Data processing procedures ascertained • Data processing instruments.
			<u>Attitude</u> i. Precise in determining data processing objectives. ii. Meticulous in examining type of HCD data. iii. Diligent in studying HCD Data characteristics iv. Meticulous in examining source of HCD data. v. Meticulous in examining Data Processing Systems. vi. Meticulous in examining data processing instruments.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety</u> i. Ensure the data safety.			
2. Plan HCD Data Processing Activities	i. Job Instruction. ii. Standard operating procedure. iii. HCD Data processing objectives iv. Data processing standard & procedure. v. HCD data processing work flow vi. Computer application systems (eg. Human Resource Information Systems HRIS, Management Inventory Record Systems, etc.) vii. Human resource information systems viii. HCD data processing systems ix. HCD Data processing activity plan.			30		<ul style="list-style-type: none"> • Job Instruction interpreted. • Standard operating procedure ascertained. • HCD Data processing objectives ascertained. • Data processing standard & procedure ascertained. • HCD data processing work flow ascertained. • Computer application systems operated. • Human resource information
		i. Examine job instruction. ii. Examine Standard operating procedure. iii. Determine HCD		50		

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		Data processing objectives iv. Examine Data processing standard & procedure compliance. v. Examine HCD data processing work flow vi. Utilize Computer application systems. vii. Linking Human resource information systems viii. Analyze HCD data processing systems ix. Draft up HCD Data processing activity plan.				systems connected. <ul style="list-style-type: none"> • HCD data processing systems interpreted. • HCD Data processing activity plan displayed.
			<u>Attitude</u> i. Meticulous in interpreting job instruction. ii. Meticulous in examining standard operating procedure, and data processing standard & procedure iii. Precise in determining HCD data processing objectives			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iv. Objective focus in utilizing Computer application systems. v. Rationale in linking Human resource information systems vi. Diligently in studying HCD data processing systems vii. Specific in drafting up HCD Data processing activity plan. <u>Safety</u> i. Careful with data confidentiality. ii. Precaution for data safety.			
3. Perform HCD Data Processing	i. HCD data entry instruction. ii. HCD data entry requirements. iii. Raw data or documents draft. iv. Document classification and reference index. v. Document format. vi. Document standard			20		<ul style="list-style-type: none"> • HCD data entry instruction acquired. • HCD data entry requirements ascertained. • Raw data or

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> contents vii. Documents variable contents viii. Graphic & tabulation techniques. ix. HCD letter signatory x. Addressee and mode of mailing. xi. Correspondence documents filing. xii. HCD data authorization xiii. Data validation xiv. HCD Program Certificate xv. HCD non-correspondence documents preparation xvi. HCD Correspondence documents. xvii. Data entry activity. 					<ul style="list-style-type: none"> documents draft confirmed. • Document classification and reference index ascertained. • Document format ascertained. • Document standard contents ascertained. • Documents variable contents ascertained.
		<ul style="list-style-type: none"> i. Obtain HCD data entry instruction. ii. Check HCD data entry requirements. iii. Identify source of data. iv. Examine raw data 		50		<ul style="list-style-type: none"> • Graphic & tabulation techniques adapted. • HCD letter signatory

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<p>or documents draft.</p> <p>v. Determine document classification and reference index.</p> <p>vi. Determine document format.</p> <p>vii. Determine document standard contents</p> <p>viii. Insert documents variable contents</p> <p>ix. Apply Graphic & tabulation techniques.</p> <p>x. Identify HCD letter signatory</p> <p>xi. Determine addressee and mode of mailing.</p> <p>xii. Record correspondence documents filing.</p> <p>xiii. Obtain HCD data authorization</p> <p>xiv. Conduct data validation</p> <p>xv. Generate HCD</p>				<p>ascertained.</p> <ul style="list-style-type: none"> • Addressee and mode of mailing ascertained. • Correspondence documents filing confirmed. • HCD data authorization acquired. • Data validation executed. • HCD Program Certificate produced. • HCD non-correspondence documents produced • HCD Correspondence

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		Program Certificate xvi. Generate HCD non-correspondence documents. xvii. Generate HCD Correspondence documents. xviii. Record data entry activity.	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Responsible in obtaining HCD data entry instructions ii. Accurate in checking HCD data entry requirements. iii. Accurate in entering HCD data iv. Timely in updating HCD data entry Record. <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical 			nce documents produced. <ul style="list-style-type: none"> • Data entry activity updated.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>safety on all electrically powered equipment.</p> <p>iv. Ensure safe working condition.</p> <p>v. Promote good safety & health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p> <p>iv. Practice recycle policy.</p>			
4. Evaluate HCD Data Processing Performance.	<p>i. Performance objectives.</p> <p>ii. Performance standard</p> <p>iii. Performance Indicator</p> <p>iv. Performance evaluation techniques.</p> <p>v. Performance gap.</p> <p>vi. Continuous improvement plan.</p>			10		<ul style="list-style-type: none"> • Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance indicator ascertained. • Performance evaluation techniques
		<p>i. Determine performance management objectives.</p> <p>ii. Determine</p>		30		

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques. v. Analyze HCD data processing performance. vi. Identify performance gap. vii. Develop continuous improvement plan.				used. <ul style="list-style-type: none"> • HCD data processing performance elaborated. • Performance gap ascertain • Continuous improvement plan drafted.
			<u>Attitude:</u> i. Meticulous in determining performance management objectives, performance standard, performance Indicator and applying performance evaluation techniques. ii. Objective focused in analyzing performance. iii. Rationale in identifying performance gap. iv. Creative in developing			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Improvement program. <u>Safety:</u> Not Applicable			
5. Generate HCD Data Processing Report.	<ul style="list-style-type: none"> i. Data processing record systems. ii. Completed Data processing job list. iii. Critical incidents iv. HCD data processing software performance. v. Hardware performance. vi. Data processing work status. 			10		<ul style="list-style-type: none"> • Data processing record systems interpreted. • Completed Data processing job list ascertained. • Critical incidents ascertained. • HCD data processing software performance ascertained • Hardware performance ascertained. • Data processing work status ascertained.
		<ul style="list-style-type: none"> i. Examine data processing record systems. ii. Prepare completed Data processing job list. iii. Identify critical incidents iv. Overview HCD data processing software performance. v. Overview Hardware performance. vi. Determine data processing work 		30		

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		status.	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Thorough in examining data processing record systems and preparing completed data processing job list. ii. Objective focused in identifying critical incidents, overviewing HCD data processing software & hardware performance and determining data processing work status. <p><u>Safety:</u> Not applicable.</p>			

Employability Skills

Core Abilities	Social Skills
<ul style="list-style-type: none"> 01.01 Analyse information 01.02 Utilize the Internet to locate and gather information 01.03 Utilize word processor to process information 02.01 Write memos and letters 02.02 Utilize Local Area Network (LAN)/Intranet to exchange information 02.03 Prepare pictorial and graphic information 03.01 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.01 Analyse technical systems 06.02 Monitor and correct performance of systems 	<ul style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
<ul style="list-style-type: none"> 1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of raw data and draft of documents. 	<ul style="list-style-type: none"> 1:25 1:1 1:25

REFERENCES

1. Margaret Rees-Boughton, Heinemann 1st.Ed. 1993, "RSA Typing and Word Processing Student's Book", ISBN 978-0435452100
2. Sheryl Lindsell- Roberts, Boston : Houghton Mifflin,1995, Mastering Computer Typing: A Painless Course for Beginners and Professionals, ISBN: 9780395714065
3. Dan Gookin, For Dummies, 1st.Ed. 2010, Word 2010 For Dummies ISBN 978-0470487723
4. Online Conferences Ltd, Online Conferences, 1978, "Advanced data entry techniques" ISBN: 9780903796347

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT ADMINISTRATIVE SUPPORT ACTIVITIES						
Competency Unit Descriptor	HCD administrative support functions is a clerical activities provided to support HCD administration according to HCD functional requirements. The personnel who are competent in administrative support function shall be able to prepare administrative documentation and correspondence, participants' registration, records upkeep, file maintenance, material requisition and carry out other HCD administrative support procedure in a way to obtain a specified end result.						
Competency Unit ID	FB-075-2:2012 C02	Level	2	Training Duration	224 Hrs	Credit Hours	22 Hrs

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Identify HCD administrative support activities requirements.	i. HCD Administrative support objective ii. Computer application skills & literacy iii. Type of administrative support activities. iv. Administrative support systems v. Administrative support facilities. vi. Administrative support procedures vii. Administrative support			8		<ul style="list-style-type: none"> • HCD Administrative support objective ascertained. • Computer application skills & literacy possessed. • Type of administrative support activities

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	instruments.					ascertained.
		i. Determine administrative support objectives. ii. Acquire Computer application skills & literacy. iii. Examine type of HCD administrative support activities. iv. Analyze administrative support Systems. v. Examine HCD administrative support procedure. vi. Examine administrative support instruments.		16		<ul style="list-style-type: none"> • Administrative support systems interpreted. • Administrative support facilities ascertained. • Administrative support procedures ascertained. • Administrative support instruments confirmed.
			<u>Attitude</u> i. Precise in determining administrative support objectives. ii. Meticulous in examining administrative support procedure. iii. Diligent in studying Administrative support Systems.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety</u> i. Ensure the data safety.			
2. Plan HCD administrative support activities	i. Administrative support objectives ii. Administrative support requirements. iii. Administrative support activities. iv. Administrative support standard. v. Administrative support process flow. vi. Administrative support activities time frame. vii. Administrative support facilities. viii. Administrative support resources. ix. Administrative support activities plan.			24		<ul style="list-style-type: none"> • Administrative support objectives ascertained. • Administrative support requirements ascertained. • Administrative support activities ascertained. • Administrative support standard ascertained. • Administrative support process flow ascertained. • Administrative support activities time frame confirmed. • Administrative
		i. Determine administrative support objectives ii. Examine administrative support requirements. iii. Examine administrative support activities. iv. Examine administrative support standard. v. Examine administrative		32		

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		support process flow. vi. Check administrative support activities time frame. vii. Examine administrative support facilities. viii. Examine administrative support resources. ix. Draft up administrative support activities plan.				support facilities ascertained. • Administrative support resources ascertained. • Administrative support activities plan drafted up.
			<u>Attitude</u> i. Meticulous in determining administrative support objectives. ii. Meticulous in examining administrative support requirements, administrative support activities, administrative support standard, administrative support process flow,			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			administrative support facilities and administrative support resources. iii. Meticulous in checking administrative support activities time frame. iv. Meticulous in drafting up administrative support activities plan. <u>Safety:</u> Not applicable.			
3. Perform HCD administrative support activities.	i. HCD participants registration systems ii. HCD participants registration procedure. iii. HCD participants registration requirements.			40		<ul style="list-style-type: none"> • HCD participants registration systems conducted. • HCD participants registration

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. HCD participants registration process. v. HCD program correspondence documents requirements vi. HCD program correspondence documents mailing process. vii. HCD external program disbursement systems. viii. HCD external program disbursement ix. HCD external program disbursement procedure. x. HCD material requisition procedure. xi. HCD material requisition process.					procedure used. <ul style="list-style-type: none"> • HCD participants registration requirements confirmed. • HCD participants registration process executed. • HCD program correspondence documents requirements confirmed. • HCD program correspondence documents mailing process executed.
		i. Conduct HCD participants registration systems ii. Follow HCD participants registration procedure. iii. Check HCD participants registration requirements. iv. Conduct HCD participants registration process. v. Check HCD program correspondence documents requirements. vi. Conduct HCD program correspondence documents mailing process. vii. Conduct HCD external		56		<ul style="list-style-type: none"> • HCD external program disbursement systems executed. • HCD external program disbursement systems executed. • HCD external program

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		program disbursement systems. viii. Follow HCD external program disbursement procedure. ix. Follow HCD material requisition procedure. x. HCD material requisition process				disbursement procedure used. <ul style="list-style-type: none"> • HCD material requisition procedure used. • HCD material requisition process executed..
			<u>Attitude:</u> i. Diligent in analyzing HCD administrative support systems. ii. Meticulous in examining HCD procedures and requirements. iii. Objective focused in conducting administrative support processes.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Ensure confidential document safety. ii. Ensure safe working condition. iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. <p><u>Environment:</u></p> <ul style="list-style-type: none"> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. Practice recycle policy. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Evaluate HCD Administrative support activities.	<ul style="list-style-type: none"> i. Performance management objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. Improvement program. 			8		<ul style="list-style-type: none"> • Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance indicator ascertained. • Performance evaluation techniques applied. • Performance gap ascertained. • Improvement program ready.
		<ul style="list-style-type: none"> i. Determine performance management objectives. ii. Determine performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques. v. Analyze performance. vi. Identify performance gap. vii. Develop Improvement program. 		16		
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in determining performance management objectives. ii. Meticulous in determining 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			performance standard iii. Meticulous in determining performance Indicator iv. Meticulous in applying performance evaluation techniques. v. Objective focused in analyzing performance. vi. Rationale in identifying performance gap. vii. Creative in developing Improvement program. <u>Safety:</u> Not Applicable			
5 . Record HCD administrative support activities status.	i. Administrative support record systems. ii. Completed administrative support job list. iii. Critical incidents			8		<ul style="list-style-type: none"> • Administrative support record systems interpreted.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Cycle time achievement. v. HCD administrative support performance. vi. Administrative support work status.					<ul style="list-style-type: none"> • Completed administrative support job list ascertained. • Critical incidents ascertained. • Cycle time achievement ascertained. • HCD administrative support performance ascertained. • Administrative support work status ascertained.
		i. Analyze administrative support record systems. ii. Examine Completed administrative support job list. iii. Identify critical incidents iv. Determine cycle time achievement. v. Overview HCD administrative support performance. vi. Determine administrative support work status.		16		
			<u>Attitude:</u> i. Analyze administrative support record systems. ii. Examine Completed administrative support job list. iii. Identify			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			critical incidents iv. Determine cycle time achievement v. Overview HCD administrative support performance vi. Determine administrative support work status. <u>Safety:</u> Not applicable.			

Employability Skills

Core Abilities	Social Skills
01.01 Analyse information 01.02 Utilize the Internet to locate and gather information 01.03 Utilize word processor to process information 02.01 Write memos and letters 02.02 Utilize Local Area Network (LAN)/Intranet	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

02.03	to exchange information Prepare pictorial and graphic information	
03.01	Develop and maintain a cooperation within work group	
04.01	Organize own work activities	
04.02	Set and revise own objectives and goals	
04.03	Organize and maintain own workplace	
04.04	Apply problem solving strategies	
04.05	Demonstrate initiative and flexibility	
06.01	Analyse technical systems	
06.02	Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen.	1:25
2. Computer Set with words processing & Graphic software.	1:1
3. Corporate policy (Sample)	1:25
4. Standard Operating procedure (Sample)	1:25

REFERENCES

1. Jabatan Pembangunan Kemahiran, Percetakan Nasional Malaysia, 2010, Tatacara Pembangunan Manual Latihan.
2. Rahim M.Sail Ors, Ministry of Human Resource Malaysia, 2nd.Ed. 2008, Handbook on Social Skills and Values in Technical Education and Vocational Training, ISBN 978-967-5026-21-8

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT FIELD SUPPORT FUNCTIONS						
Competency Unit Descriptor	HCD field support functions is HCD outdoor support activities to support HCD program preparation, promotion and operation according to HCD functional requirements. The personnel who are competent in field support functions shall be able to perform outdoor promotional campaign, outdoor sales service, and outdoor HCD operational support activities in a way to achieve organizational objectives.						
Competency Unit ID	FB-075-2:2012-C03	Level	2	Training Duration	150 Hrs.	Credit Hours	15 Hrs.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD field support activities concepts and requirements	i. HCD field support support objectives. ii. HCD external promotional campaign support activities systems iii. HCD external promotional campaign support activities requirements iv. HCD external promotional			10	Lecture	<ul style="list-style-type: none"> • HCD field support support objectives ascertained. • HCD external promotional campaign support activities systems interpreted. • HCD external promotional

	<p>campaign support activities resources.</p> <p>v. HCD program sales support activities requirements</p> <p>vi. HCD program sales support activities systems</p> <p>vii. HCD program sales support activities resources.</p> <p>viii. HCD field training support activities requirements</p> <p>ix. HCD field training support activities systems.</p> <p>x. HCD field training support activities resources.</p> <p>xi. HCD field support activities requirements list.</p>					<p>campaign support activities requirements ascertained.</p> <ul style="list-style-type: none"> • HCD external promotional campaign support activities resources ascertained. • HCD program sales support activities requirements ascertained. • HCD program sales support activities systems interpreted. • HCD program sales support activities resources ascertained. • HCD field training support activities requirements ascertained. • HCD field training support activities
		<p>i. Determine HCD field support support objectives.</p> <p>ii. Analyze HCD external promotional campaign support activities systems</p> <p>iii. Examine HCD external promotional campaign support activities requirements</p>		20	<p>Lecture</p> <p>Practical</p>	<ul style="list-style-type: none"> • HCD field training support activities requirements ascertained. • HCD field training support activities

		<p>iv. Examine HCD external promotional campaign support activities resources.</p> <p>v. Examine HCD program sales support activities requirements</p> <p>vi. Analyze HCD program sales support activities systems</p> <p>vii. Examine HCD program sales support activities resources.</p> <p>viii. Examine HCD field training support activities requirements</p> <p>ix. Analyze HCD field training support activities systems.</p> <p>x. Examine HCD field training support activities resources.</p> <p>xi. Check HCD field training support activities requirements list.</p>				<p>systems interpreted.</p> <ul style="list-style-type: none"> • HCD field training support activities resources ascertained. • HCD field training support activities requirements list confirmed.
			<p><u>Attitude:</u></p> <p>i. Precise in determining HCD</p>			

			field support support objectives. ii. Diligent in analyzing HCD field support activities systems iii. Meticulous in examining field support activities requirements and resources. iv. Meticulous in checking HCD field support activities requirements list. <u>Safety:</u> Not applicable.			
2. Plan HCD field support activities	i. Job Instruction. ii. Standard operating procedure. iii. HCD field support activities objectives iv. Field support service standard & procedure. v. HCD Field support service work flow vi. Computer application systems. vii. HCD Field support service systems viii. HCD Field support			10	Lecture	<ul style="list-style-type: none"> • Job Instruction clarified. • Standard operating procedure ascertained. • HCD field support activities objectives ascertained. • field support activities standard & procedure

	service activity plan.					ascertained.
		<ul style="list-style-type: none"> i. Interpret job instruction. ii. Examine Standard operating procedure. iii. Determine HCD Field support service objectives iv. Examine Field support service standard & procedure compliance. v. Examine HCD Field support service work flow vi. Utilize Computer application systems. vii. Analyze HCD Field support service systems viii. Draft up HCD Field support service activity plan. 		20	Lecture Practical	<ul style="list-style-type: none"> • HCD field support activities work flow ascertained. • Computer application systems operated. • HCD field support activities systems interpreted. • HCD field support activities activity plan displayed.
			<u>Attitude</u>			
			<ul style="list-style-type: none"> i. Meticulous in interpreting job instruction. ii. Meticulous in examining Standard 			

			<p>operating procedure.</p> <p>iii. Precise in determining HCD data processing objectives</p> <p>iv. Diligent in analyzing HCD data processing systems</p> <p>v. Specific in drafting up HCD Data processing activity plan.</p> <p><u>Safety</u></p> <p><i>Not Applicable</i></p>			
3. Perform HCD field support activities.	<p>i. HCD Field support objectives.</p> <p>ii. HCD external promotional campaign support activities systems</p> <p>iii. HCD external promotional campaign support activities requirements</p> <p>iv. HCD external promotional campaign support activities resources.</p>			10		<ul style="list-style-type: none"> • HCD external promotional campaign support activities objectives ascertained. • HCD external promotional campaign support activities systems applied. • HCD external

	<ul style="list-style-type: none"> v. HCD program sales support activities requirements vi. HCD program sales support activities systems vii. HCD program sales support activities resources. viii. HCD field training support activities requirements ix. HCD field training support activities systems. x. HCD field training support activities resources. xi. HCD field support activities. 					<p>promotional campaign support activities requirements supplied.</p> <ul style="list-style-type: none"> • HCD external promotional campaign support activities resources possessed. • HCD program sales support activities requirements listed. • HCD program sales support activities systems applied.
		<ul style="list-style-type: none"> i. Examine HCD field support objectives. ii. Follow HCD external promotional campaign support activities systems iii. Check HCD external promotional campaign support activities requirements iv. Acquire HCD 		20		<ul style="list-style-type: none"> • HCD program sales support activities resources consumed. • HCD field training support activities requirements supplied. • HCD field training support

		<p>external promotional campaign support activities resources.</p> <p>v. Acquire HCD program sales support activities requirements.</p> <p>vi. Follow HCD program sales support activities systems</p> <p>vii. Utilize HCD program sales support activities resources.</p> <p>viii. Provide HCD field training support activities requirements</p> <p>ix. Follow HCD field training support activities systems.</p> <p>x. Utilize HCD field training support activities resources.</p> <p>xi. Conduct HCD field support activities.</p>				<p>activities systems applied.</p> <ul style="list-style-type: none"> • HCD field training support activities consumed. • HCD field support activities executed.
			<p>i. Meticulous in examining HCD field support objectives.</p>			

			<ul style="list-style-type: none"> ii. Rationale in following HCD field support activities systems. iii. Timely in providing HCD field support requirements. iv. Timely in acquiring field support resources. v. Diplomacy in conducting HCD field support activities. <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Ensure confidential document safety. ii. Ensure safe working condition. iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. <p><u>Environment:</u></p> <ul style="list-style-type: none"> i. Ensure energy 			
--	--	--	--	--	--	--

			<p>saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office. Practice recycle policy.</p>			
4. Evaluate HCD field support activities performance.	<p>i. Performance management objectives.</p> <p>ii. Performance standard</p> <p>iii. Performance Indicator</p> <p>iv. Performance evaluation techniques.</p> <p>v. Performance gap.</p> <p>vi. Continuous improvement program.</p>			10	Lecture	<ul style="list-style-type: none"> • Performance management objectives ascertained. • Performance standard ascertained. • Performance Indicator ascertained. • Performance evaluation techniques used. • Performance gap ascertained. • Continuous improvement program formulated.
		<p>i. Determine performance management objectives.</p> <p>ii. Determine performance standard</p> <p>iii. Determine performance Indicator</p>		20	Lecture Practical	

		<ul style="list-style-type: none"> iv. Apply performance evaluation techniques. v. Analyze performance. vi. Identify performance gap. vii. Develop Improvement program. 				
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in determining performance management objectives. ii. Meticulous in determining performance standard iii. Meticulous in determining performance Indicator iv. Meticulous in applying performance evaluation techniques. v. Objective focused in analyzing performance. 			

			vi. Rationale in identifying performance gap. vii. Creative in developing Improvement program. <u>Safety:</u> Not Applicable			
5. Prepare HCD field support activities record.	i. Field support activities record systems. ii. Completed Data processing job list. iii. Critical incidents iv. Field support activities work status.			10	Lecture	<ul style="list-style-type: none"> • Field support activities record systems complied. • Completed Data processing job list drafted. • Critical incidents elaborated. • Field support activities work status ascertained. • field support activities record drafted.
		i. Follow field support activities record systems. ii. Prepare field support completed job list. iii. Explain Critical incidents iv. Determine field support activities work status. v. Prepare field support activities record.		20	Lecture Practical	

			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Responsible in following field support activities record systems. ii. Specific in preparing field support completed job list. iii. Factual in explaining Critical incidents iv. Accurate in determine field support activities work status. v. Precise in preparing field support activities record. <p><u>Safety:</u> Not applicable.</p>			
--	--	--	---	--	--	--

Employability Skills

Core Abilities		Social Skills	
01.01	Analyse information	1.	Communication skills
01.02	Utilize the Internet to locate and gather information	2.	Conceptual skills
01.03	Utilize word processor to process	3.	Interpersonal skills
		4.	Learning skills
		5.	Leadership skills

information 02.01 Write memos and letters 02.02 Utilize Local Area Network (LAN)/Intranet to exchange information 02.03 Prepare pictorial and graphic information 03.01 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.01 Analyse technical systems 06.02 Monitor and correct performance of systems	6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork
---	---

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Standard Operating procedure (Sample)	1:25 1:1 1:25

REFERENCES

1. Stephan Schiffman, Adams Media, 3rd.Ed. 2008, "The 25 Sales Habits of Highly Successful Salespeople". ISBN 978-1598697575
2. Warren Greshes, Wiley, 1st.Ed.2006, "The Best Damn Sales Book Ever: 16 Rock-Solid Rules for Achieving Sales Success!", ISBN 978-0471757283
3. Jabatan Pembangunan Kemahiran, Percetakan Nasional Malaysia, 2010, Tatacara Pembangunan Manual Latihan.

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT LOGISTICS SUPPORT FUNCTIONS						
Competency Unit Descriptor	HCD logistics support functions is the kind of actions or activities which support logistics administration covering HCD logistics resources storage, supply, maintenance, deployment, allocation, participants movements, and facilities & utilities preparation in accordance with organizational requirements. The personal who are competent in logistics support function shall be able to perform storekeeping, inventory control, house keeping, food and refreshment arrangements in a way to obtain a specified end result						
Competency Unit ID	FB-075-2:2012-C04	Level	2	Training Duration	185 Hrs	Credit Hours	18 Hrs

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD logistics support activities concepts and requirements.	i. HCD storekeeping systems. ii. HCD facilities and housekeeping arrangement. iii. HCD program refreshment and food supplies. iv. Transportation			20	Lecture	<ul style="list-style-type: none"> • HCD storekeeping systems interpreted. • HCD facilities and housekeeping arrangement

	<p>services.</p> <p>v. Accommodation arrangement.</p> <p>vi. Outdoor training resources supplies.</p> <p>vii. HCD equipments preventive maintenance</p>					<p>ascertained.</p> <ul style="list-style-type: none"> • HCD program refreshment and food supplies ascertained. • Transportation services ascertained. • Accommodation arrangement ascertained. • Outdoor training resources supply systems interpreted. ascertained. • HCD equipments preventive maintenance systems interpreted.
		<p>i. Analyze HCD storekeeping systems.</p> <p>ii. Examine HCD facilities and housekeeping arrangement.</p> <p>iii. Examine HCD program refreshment and food supplies arrangement.</p> <p>iv. Examine transportation services arrangement.</p> <p>v. Examine accommodation arrangement.</p> <p>vi. Analyze Outdoor training resources supply systems. Analyze HCD equipments preventive maintenance</p>		30	<p>Lecture</p> <p>Practical</p>	

		systems	<p><u>Attitude:</u></p> <p>i. Diligent in analyzing HCD storekeeping, outdoor training resources supply systems and HCD equipments preventive maintenance systems.</p> <p>ii. Meticulous in examining HCD facilities & house-keeping arrangement. refreshment and food supplies arrangement, transportation services arrangement and accommodation arrangement.</p> <p><u>Safety:</u> Not applicable.</p>			
2. Plan HCD logistics support activities.	<p>i. Logistics support systems</p> <p>ii. Logistics support objectives</p> <p>viii. HCD storekeeping systems.</p>			20	Lecture	<ul style="list-style-type: none"> Logistics support systems interpreted. Logistics support

	<ul style="list-style-type: none"> ix. HCD facilities and housekeeping arrangement. x. HCD program refreshment and food supply requirements. xi. Transportation services. xii. Accommodation arrangement. xiii. Outdoor training resources supplies. xiv. HCD equipments preventive maintenance systems. xv. HCD Logistics support activities plan 					<ul style="list-style-type: none"> objectives ascertained • HCD storekeeping systems interpreted. • HCD facilities and housekeeping arrangement ascertained. • HCD program refreshment and food supply requirements ascertained. • Transportation services requirements ascertained.
		<ul style="list-style-type: none"> i. Analyze logistics support systems. ii. Determine logistics support objectives iii. Analyze logistics support systems Analyze HCD storekeeping systems. iv. Examine HCD facilities and housekeeping arrangement. v. Examine HCD program 		30	Lecture Practical	<ul style="list-style-type: none"> • Accommodation arrangement ascertained. • Outdoor training resources supplies elaborated. • HCD equipments preventive maintenance

		<p>refreshment and food supplies requirements</p> <p>vi. Examine Transportation services requirements.</p> <p>vii. Examine Accommodation arrangement.</p> <p>viii. Analyze Outdoor training resources supplies.</p> <p>ix. Analyze HCD equipments preventive maintenance systems.</p> <p>x. Draft up HCD Logistics support activities plan.</p>			<p>systems elaborated.</p> <ul style="list-style-type: none"> • HCD Logistics support activities plan drafted up.
			<p><u>Attitude</u></p> <p>i. Diligent in analyzeing logistics support systems and HCD storekeeping systems.</p> <p>ii. Precise in determining logistics support objectives</p> <p>iii. Meticulous in</p>		

			<p>examining HCD facilities & housekeeping arrangement, refreshment & food supplies requirements, transportation services requirements and accommodation arrangement.</p> <p>iv. Diligent in analyzing Outdoor training resources supplies and equipments preventive maintenance systems.</p> <p>v. Meticulous in drafting up HCD Logistics support activities plan.</p> <p><u>Safety:</u> Not applicable.</p>			
3. Perform HCD logistics support activities	<p>i. HCD storekeeping activities.</p> <p>ii. HCD facilities and housekeeping.</p> <p>iii. HCD program refreshment and food supplies.</p>			10	Lecture	<ul style="list-style-type: none"> • HCD storekeeping activities. • HCD facilities and housekeeping.

	iv. Transportation services.					<ul style="list-style-type: none"> • HCD program refreshment and food supplies. • Transportation services. • Accommodation arrangement. • Outdoor training resources supplies supplied. • HCD equipments preventive maintenance implemented.
	v Accommodation.					
	vi Outdoor training resources supplies.					
vi	vi. HCD equipments preventive maintenance					
		i. Conduct HCD storekeeping activities. ii. Arrange HCD facilities and housekeeping. iii. Arrange HCD program refreshment and food supplies. iv. Arrange Transportation services. v. Arrange Accommodation vi. Provide Outdoor training resources supplies. vii. Conduct HCD equipments preventive maintenance		15	Lecture Practical	
			<u>Attitude:</u>			
			i. Meticulous in conducting HCD			

			<p>storekeeping activities.</p> <p>ii. Diplomacy in arranging HCD facilities and housekeeping.</p> <p>iii. Diplomacy in arranging HCD program refreshment and food supplies.</p> <p>iv. Diplomacy in arranging transportation services.</p> <p>v. Diplomacy in arranging accommodation</p> <p>vi. Objective focused in provide Outdoor training resources supplies.</p> <p>vii. Discipline in conducting HCD equipments preventive maintenance</p> <p><u>Safety:</u></p> <p>i. Ensure confidential document safety.</p>			
--	--	--	---	--	--	--

			ii. Ensure safe working condition. iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. <u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.Practice recycle policy.			
4. Evaluate HCD Logistics support activities.	i. Performance evaluation objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. Improvement program.			10		<ul style="list-style-type: none"> • Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance Indicator ascertained. • Performance evaluation techniques used. • Performance
		i. Determine performance evaluation		20		

		<ul style="list-style-type: none"> objectives. ii. Determine performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques. v. Analyze performance. vi. Identify performance gap. vii. Develop Improvement program. 				<p>gap ascertained.</p> <ul style="list-style-type: none"> • Improvement program drafted.
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in determining performance evaluation objectives. ii. Meticulous in determining performance standard iii. Meticulous in determining performance Indicator 			

			iv. Meticulous in applying performance evaluation techniques. v. Objective focused in analyzing performance. vi. Rationale in identifying performance gap. vii. Creative in developing Improvement program. <u>Safety:</u> Not Applicable			
5. Record HCD logistics support activities status	i. Logistics support record systems. ii. Completed logistics support job list. iii. Critical incidents iv. Cycle time achievement. v. HCD logistics support performance. vi. Logistics support work status.			10	Lecture	<ul style="list-style-type: none"> • Logistics support record systems interpreted. • Completed logistics support job list ascertained. • Critical incidents ascertained. • Cycle time achievement ascertained.
		i. Analyze logistics support record systems. ii. Examine Completed logistics		20	Lecture Practical	<ul style="list-style-type: none"> • HCD logistics support performance

		<ul style="list-style-type: none"> support job list. iii. Identify critical incidents iv. Determine cycle time achievement. v. Overview HCD logistics support performance. vi. Determine logistics support work status. 				ascertained. Logistics support work status ascertained.
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Thorough in analyzing logistics support record systems. ii. Thorough in examining completed logistics support job list. iii. Objective focused in Identifying critical incidents, determining cycle time achievement, overviewing HCD logistics support performance and determining logistics support work status. 			

			<u>Safety:</u> Not applicable.			
--	--	--	-----------------------------------	--	--	--

Employability Skills

Core Abilities	Social Skills
<ul style="list-style-type: none"> 01.01 Analyse information 01.02 Utilize the Internet to locate and gather information 01.03 Utilize word processor to process information 02.01 Write memos and letters 02.02 Utilize Local Area Network (LAN)/Intranet to exchange information 02.03 Prepare pictorial and graphic information 03.01 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.01 Analyse technical systems 06.02 Monitor and correct performance of systems 	<ul style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Corporate policy (Sample) 4. Standard Operating procedure (Sample)	1:25 1:1 1:25 1:25
REFERENCES	
1. Ronald Brealey, Financial Time, Prentice Hall 1980 "Clerical Duties Activity Course: Workbk", ISBN 978-0582411975 2. William Rowland, Garden City, N.Y. 1868; Associated Advertising Clubs of the World; The manual of successful storekeeping. 3. Keith Alexander, Rautledge, 1Ed.1996 "Facilities Management: Theory and Practice ISBN 978-0419205807	

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT PROGRAM SALES & MARKETING SUPPORT FUNCTIONS						
Competency Unit Descriptor	HCD program sales & marketing support functions is the kind of front line actions or activities which support the preparation and the implementation of marketing and sales plan in accordance with organizational requirements. The personnel who are competent in HCD program marketing & sales support functions shall be able to perform sales service, promotional preparation and implementation activities, and marketing & sales campaign, as instructed to achieve departmental objectives.						
Competency Unit ID	FB-075-2:2012-E01	Level	2	Training Duration	178 Hrs.	Credit Hours	17 Hrs.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyzing HCD program marketing & sales support activities concept and requirements.	i. Marketing concepts and principles. ii. Sales concept and principles. iii. HCD program tele sales marketing techniques. iv. Communication skills v. Interpersonal skills vi. Sales skills vii. Customer service skills.			10	Lecture	<ul style="list-style-type: none"> • Marketing concepts and principles interpreted. • Sales concept and principles interpreted. • Tele sales marketing techniques interpreted. • Communicatio

	viii. HCD marketing promotional materials preparation. ix. HCD marketing campaign support activities.					n skills possessed. • Interpersonal skills possessed. • Sales skills possessed
		i. Analyze marketing concepts and principles. ii. Analyze sales concept and principles. iii. Analyze tele sales & marketing techniques. iv. Acquire communication skills v. Acquire interpersonal training vi. Acquire sales skills vii. Acquire customer service skills. viii. Examine HCD marketing promotional materials preparation. ix. Examine HCD marketing campaign support activities.		15	Lecture Practical	• Customer service skills possessed. • HCD marketing promotional materials preparation ascertained. • HCD marketing campaign support activities ascertained.

			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Diligent in analyzing marketing concepts and principles, sales concept and principles and tele sales & marketing techniques. ii. Enthusiastic in acquiring communication skills, interpersonal skills, sales skills and customer service skills. iii. Thorough in examining HCD marketing promotional materials preparation and HCD marketing campaign support activities. <p><u>Safety:</u> Not applicable.</p>			
--	--	--	---	--	--	--

2. Plan HCD program marketing & sales support activities.	i. HCD program sales & marketing support objectives ii. HCD program tele sales activities list. iii. HCD marketing promotional materials preparation activity list. iv. HCD marketing campaign support activity list. v. HCD program sales & marketing support activities timeframe. vi. HCD program sales & marketing support activities targets. vii. HCD program sales & marketing support activities targets plan.			12	Lecture	<ul style="list-style-type: none"> • HCD program sales & marketing support objectives ascertained. • HCD program tele sales activity list compiled. • HCD marketing promotional materials preparation activity list compiled. • HCD marketing campaign support activity list compiled. • HCD program sales & marketing support activities targets ascertained.
		i. Determine HCD program sales & marketing support objectives ii. Prepare HCD program tele sales activity list. iii. Prepare HCD marketing promotional materials preparation activity list.			26	Lecture

		<ul style="list-style-type: none"> iv. Prepare HCD marketing campaign support activity list. v. Acquire HCD program sales & marketing support activities timeframe. vi. Acquire HCD program sales & marketing support activities targets. vii. Draft up HCD program sales & marketing support activities targets plan. 			<ul style="list-style-type: none"> • HCD program sales & marketing support activities targets plan drafted up.
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Specific in determining HCD program sales & marketing support objectives ii. Thorough in preparing HCD program tele sales activity list, promotional materials preparation 		

			<p>activity list and marketing campaign support activity list.</p> <p>iii. Diplomacy in acquiring HCD program sales & marketing support activities timeframe and sales & marketing support activities targets.</p> <p>iv. Responsible in drafting up HCD program sales & marketing support activities targets plan.</p> <p><u>Safety:</u> Not applicable</p>			
3. Perform HCD Program sales & marketing support activities.	<p>i. HCD program tele sales activities.</p> <p>ii. HCD marketing promotional materials preparation.</p> <p>iii. HCD marketing campaign support activities.</p> <p>iv. Direct sales activities.</p> <p>v. Sales record systems</p>			20		<ul style="list-style-type: none"> • HCD program tele sales activities executed. • HCD marketing promotional materials preparation

	i. Sales documentation.					<p>executed.</p> <ul style="list-style-type: none"> • HCD marketing campaign support activities executed. • Direct sales activities executed. • Sales record systems used. • Sales documentation furnished..
		<ul style="list-style-type: none"> ii. Conduct HCD program tele sales activities. iii. Carry out HCD marketing promotional materials preparation. iv. Carry out HCD marketing campaign support activities. v. Carry out direct sales activities. vi. Utilize sales record systems vii. Provide sales documentation. 		30		
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Diplomacy in conducting HCD program tele sales activities. ii. Creative in carrying out HCD marketing promotional materials preparation. iii. Polite in Carrying 			

			<p>out HCD marketing campaign support activities.</p> <p>iv. Objective focused in carrying out direct sales in activities.</p> <p>v. Analytical in utilizing sales record systems.</p> <p>vi. Precise in sales documentation.</p> <p><u>Safety:</u></p> <p>i. Ensure confidential document safety.</p> <p>ii. Ensure safe working condition.</p> <p>iii. Promote good safety & health practice at workplace.</p> <p>iv. Conduct workplace safety inspection.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy</p>			
--	--	--	---	--	--	--

			iii. wastage. Practice paperless office.Practice recycle policy.			
4. Evaluate HCD Program marketing & sales support activities.	i. Performance evaluation objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. Improvement program.			15	Lecture	<ul style="list-style-type: none"> • Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance Indicator ascertained. • Performance evaluation techniques used. • Performance gap ascertained. • Improvement program formulated.
		i. Determine performance evaluation objectives. ii. Determine performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques. v. Analyze performance. vi. Identify performance gap. vii. Develop Improvement program.		20	Lecture Practical	
			<u>Attitude:</u> i. Meticulous in			

			<p>determining performance evaluation objectives, performance standard, performance Indicator and applying performance evaluation techniques.</p> <p>ii. Objective focused in analyzing performance.</p> <p>iii. Rationale in identifying performance gap.</p> <p>iv. Creative in developing Improvement program.</p> <p><u>Safety:</u> Not Applicable</p>			
5. Record HCD program marketing & sales support activities status.	<p>i. Sales & marketing support record systems.</p> <p>ii. Completed sales & marketing support job list.</p> <p>iii. Critical incidents</p> <p>iv. Cycle time achievement.</p> <p>v. HCD sales &</p>			10	Lecture	<ul style="list-style-type: none"> • Sales & marketing support record systems interpreted. • Completed sales & marketing support job list

	marketing support performance. vi. Sales & marketing support work status.					ascertained. <ul style="list-style-type: none"> • Critical incidents ascertained. • Cycle time achievement ascertained. • HCD sales & marketing support performance ascertained. • Sales & marketing support work status ascertained.
		<ul style="list-style-type: none"> i. Analyze sales & marketing support record systems. ii. Examine Completed sales & marketing support job list. iii. Identify critical incidents iv. Determine cycle time achievement. v. Overview HCD sales & marketing support performance. vi. Determine sales & marketing support work status. 		20	Lecture Practical	
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Thorough in analyzing sales & marketing support record systems. ii. Meticulous in examining completed sales & marketing support job list. iii. Accurate in Identifying critical 			

			incidents and determining cycle time achievement. iv. Objective focused in overseeing HCD sales & marketing support performance v. Clear in determine sales & marketing support work status. <u>Safety:</u> Not applicable			
--	--	--	--	--	--	--

Employability Skills

Core Abilities		Social Skills
01.01	Analyse information	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork
01.02	Utilize the Internet to locate and gather information	
01.03	Utilize word processor to process information	
02.01	Write memos and letters	
02.02	Utilize Local Area Network (LAN)/Intranet to exchange information	
02.03	Prepare pictorial and graphic information	
03.01	Develop and maintain a cooperation within work group	
04.01	Organize own work activities	

04.02	Set and revise own objectives and goals	
04.03	Organize and maintain own workplace	
04.04	Apply problem solving strategies	
04.05	Demonstrate initiative and flexibility	
06.01	Analyse technical systems	
06.02	Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen.	1:25
2. Computer Set with words processing & Graphic software.	1:1
3. Corporate policy (Sample)	1:25
4. Standard Operating procedure (Sample)	1:25

REFERENCES

1. Ronald Brealey, Financial Time, Prentice Hall 1980 "Clerical Duties Activity Course: Workbk", ISBN 978-0582411975
2. Stephan Schiffman, Adams Media, 3rd.Ed. 2008, "The 25 Sales Habits of Highly Successful Salespeople". ISBN 978-1598697575
3. Warren Greshes, Wiley, 1st.Ed.2006, "The Best Damn Sales Book Ever: 16 Rock-Solid Rules for Achieving Sales Success!", ISBN 978-0471757283

SUMMARY OF TRAINING DURATION FOR HUMAN CAPITAL DEVELOPMENT MANAGEMENT L2

CU NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
C01	HUMAN CAPITAL DEVELOPMENT DATA PROCESSING	Identify HCD data processing requirements	25	40	65	295
		Plan HCD data processing activities	30	50	80	
		Perform HCD data processing.	20	50	70	
		Evaluate HCD data processing performance	10	30	40	
		Generate HCD data processing report	10	30	40	
C02	HUMAN CAPITAL DEVELOPMENT ADMINISTRATIVE SUPPORT ACTIVITIES	Identify HCD administrative support activities requirements.	8	16	24	224
		Plan HCD administrative support activities	24	32	56	
		Perform HCD administrative support activities.	40	56	96	
		Evaluate HCD Administrative support activities.	8	16	24	
		Record HCD administrative support activities status.	8	16	24	
C03	HUMAN CAPITAL DEVELOPMENT FIELD SUPPORT FUNCTIONS	Analyze HCD field support activities concepts and requirements.	10	20	30	150
		Plan HCD field support activities	10	20	30	
		Perform HCD field support activities.	10	20	30	
		Evaluate HCD field support activities performance.	10	20	30	
		Prepare HCD field support activities record.	10	20	30	
C04	HUMAN CAPITAL DEVELOPMENT LOGISTICS SUPPORT FUNCTIONS	Analyze HCD logistics support activities concepts and requirements.	20	30	50	185
		Plan HCD logistics support activities	20	30	50	
		Perform HCD Logistics support activities.	10	15	25	
		Evaluate HCD Logistics support activities.	10	20	30	
		Record HCD logistics support activities status.	10	20	30	
E01	HUMAN CAPITAL DEVELOPMENT PROGRAM SALES & MARKETING SUPPORT FUNCTIONS	Analyze HCD program marketing & sales support activities concept and requirements.	10	15	25	178
		Plan HCD program marketing & sales support activities.	12	26	38	
		Perform HCD Program sales & marketing support activities.	20	30	50	

FUNCTIONS

Evaluate HCD Program marketing & sales support activities.	15	20	35
Record HCD program marketing & sales support activities status.	10	20	30