STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

HUMAN CAPITAL DEVELOPMENT
SUPPORT SERVICE
LEVEL 3

JPK

Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE
LEVEL 3

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 3 under the Human Capital Development (HCD) 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 Economics 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 supervisor 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 Supervisor may support and reporting to human capital development executive. In a way to achieve his planned operational objective, he/she shall lead his/her subordinates (ie. Human resource development assistant) effectively.

The professionals in this field can pursue careers in almost all industries in Malaysia or abroad.

The demand for qualified and experienced Human Capital Development Supervisor 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 industrial through the industrial expert panel.

The NOSS document can be used by training centres to conduct and simulate training by converting it into training manual documents such as 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 Supervisor 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 the workers regarding the Human Capital Development Support Service Level 3 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 3 (*Refer Figure 1.1 Occupational Framework matrix for Human Resource Management – Human Capital Development Supervisor* and Figure 1.2 For Occupational Area Analysis Chart) 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

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

LEVEL	OCCUPATIONAL AREA					
8	Scientist					
7	Human Resource General Management					
6						
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					
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 LEVELS

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 SKILLS CERTIFICATION

The pre-requisite for Human Capital Development Support Service- Level 3 training program is SKM human resource development support service - Level 2. The justification is based on the competency level required 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.

All candidates are also recommended to undergo on job training to attain knowledge and skills in the Human capital development support service 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 3 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 3 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 3 personnel is competent in performing:

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

6. WORKING CONDITION

The incumbent for this position belongs to the front line management group of the organisation. The members must possess supervisory management competencies such as conceptualisation skills, human relations skills, and technical skills to enable them to undertake their duties and responsibilities effectively. Generally an effective Human Capital Development Supervisor demonstrate strong interpersonal, informational and decisional qualities. Effective leadership will lead to successful

human capital development supervision which will subsequently lead to the overall success of the organisation.

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

As a management member in the field of human resource management, they must continuously implement change 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 services runs smoothly, thus 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 Supervisor.

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 PROSPECT

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 executives. 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. This enlarges the career scope of Human Capital Development Supervisors.

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 training of workers for new ventures become a priority. And it is also needed during the economic recession where retraining for future progression and training for manpower deployment becomes the main focus. Human Capital Development support service functions are required directly to all of these situations and processes.

Entrepreneurs, industrialist and researchers has 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 supervisor in this field also will have the opportunity to rise up to middle management levels.

The professionals shall be able to further their training and skills by following higher level SKM programs or similar programs by other professional bodies and higher learning institution recognized within and outside of the country.

8. SOURCES OF ADDITIONAL INFORMATION

Local

- **Department of Skills Development (DSD) Information Centre**
  www.dsd.gov.my

- **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 , Selangor Darul Ehsan

International

- International Labour 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 05 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.

- i)   Concord Hotel
  Jalan Tengku Ampuan Zabedah, Shah alam, Selangor DE.

- ii)   Limkokwing University of Creative Technology,
  Jalan Teknokrat 1/1, 63000 Cyberjaya, Selangor DE.

- iii) Malaysian Institute of Human Resource Management
  K2, Upper Ground Floor,Bangunan Khas, Jln 8/1E,
  46050 Petaling Jaya, Selangor DE.

10.2 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

10.3 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

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4.	Mr. YEAK SU OO	Sr.Manager - Human Resource Management Pantai Medivest Sdn Bhd. Kuala Lumpur
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9.	Maj (B) IBRAHIM BIN HASHIM	HR Advisor/ Advocate & Solicitor Ibrahim Hashim Assoc & Co, Shah Alam
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	CO-FACILITATOR	
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	TECHNICAL SUPPORT OFFICER (IT)	
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PROOF READER		
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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-democratics 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.
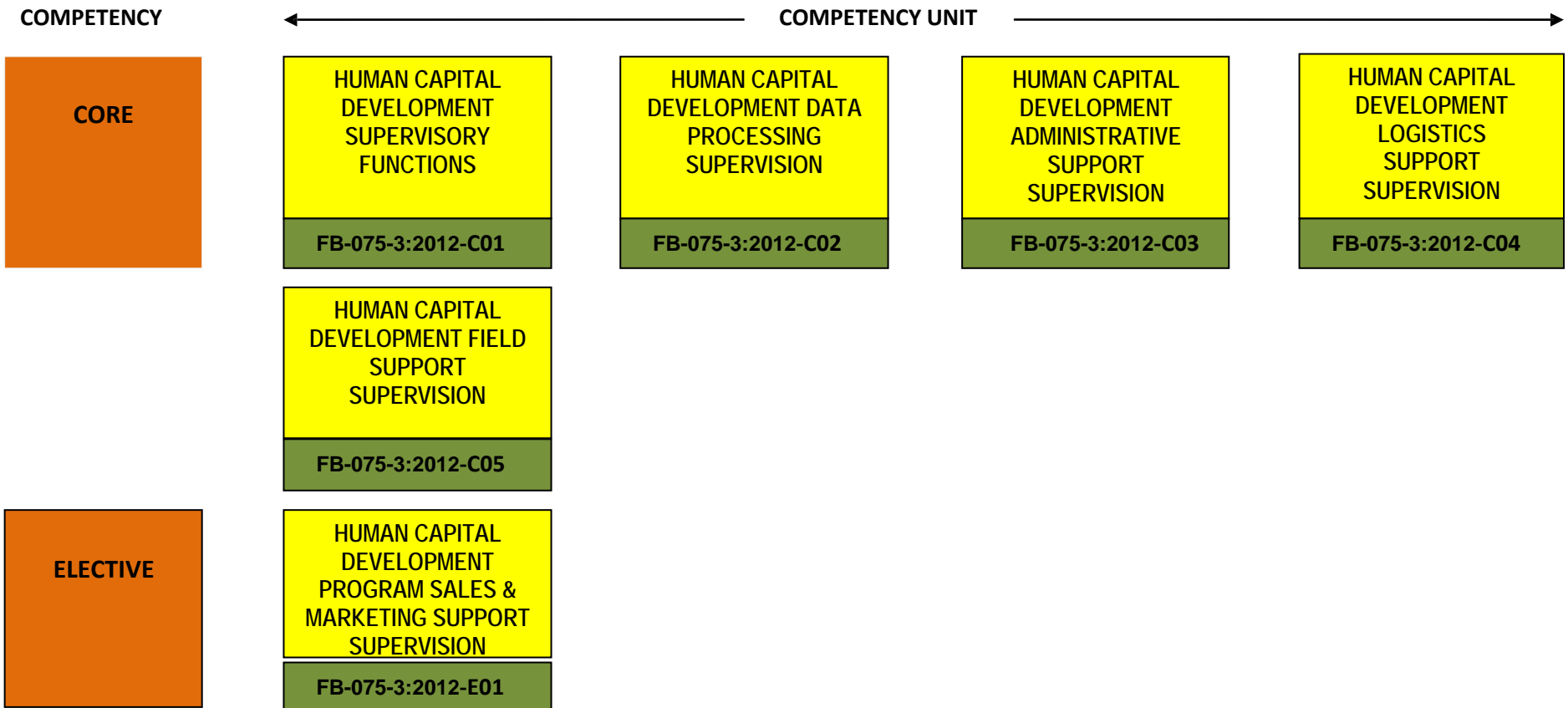
Telemarketing: is promote a particular brand of product through phone. It is a method of direct marketing in which a salesperson solicits prospective customers to buy products or services, either over the phone or through a subsequent face to face or Web conferencing appointment scheduled during the 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	3	JOB AREA CODE	FB-075-3:2012

COMPETENCY ← **COMPETENCY UNIT** →

CORE

HUMAN CAPITAL DEVELOPMENT SUPERVISORY FUNCTIONS	HUMAN CAPITAL DEVELOPMENT DATA PROCESSING SUPERVISION	HUMAN CAPITAL DEVELOPMENT ADMINISTRATIVE SUPPORT SUPERVISION	HUMAN CAPITAL DEVELOPMENT LOGISTICS SUPPORT SUPERVISION
FB-075-3:2012-C01	FB-075-3:2012-C02	FB-075-3:2012-C03	FB-075-3:2012-C04

HUMAN CAPITAL DEVELOPMENT FIELD SUPPORT SUPERVISION
FB-075-3:2012-C05

ELECTIVE

HUMAN CAPITAL DEVELOPMENT PROGRAM SALES & MARKETING SUPPORT SUPERVISION
FB-075-3:2012-E01

15

COMPETENCY PROFILE (CP)

Sub Sector	HUMAN RESOURCE MANAGEMENT
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICE
Level	Three (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Human Capital Development Supervisory Function	FB-075-3:2012-C01	HCD supervisory function is the front line management function of HCD operation covering planning, organizing, leading and controlling of team members and all allocated resources to achieve unit's objectives in accordance with organizational requirements. The personnel who are competent in supervising HCD operation Units shall be able to perform problem solving activities, leading HCD support service team, perform operational control activities and prepare factual informative reports for management purposes.	1. Analyze HCD supervisory functions concepts and requirements 2. Plan HCD supervisory function.	1.1 Units Operational Planning concept & process, resources organization concept & application, leadership concept & practice, controlling concept & practice, problem solving & decision making techniques, teambuilding concept & practice, change management concept & practice, coaching techniques, performance evaluation technique and team disciplinary management analyzed. 2.1 Departmental Goal & objectives examined and departmental strategic operational plan interpreted. 2.2 Situational analysis conducted, Units objectives

				determined, Unit's Tactical plan formulated and HCD supervisory functions plan developed.
			3. Perform HCD supervisory functions.	3.1 Resources allocation and leading function conducted. 3.2 Operation Control implemented, problem solving & decision making and teambuilding development initiated. 3.3 Change management. team disciplinary management, performance evaluation, productivity improvement program and performance improvement program conducted. 3.4 Coaching techniques applied and team safety & health assured.
			4. Evaluate HCD supervisory functions performance	4.1 Performance management objectives, performance standard, and performance Indicator determined. 4.2 Performance evaluation techniques applied, performance analyzed, performance gap identified and continuous improvement program developed.

			5. Prepare HCD supervisory functions report.	5.1 Supervisory functions report format and report structure followed. 5.2 Report writing techniques applied. 5.3 Subordinates' performance evaluation report analyzed and performance dashboard indexes determined. 5.4 Project progress report and subordinates' disciplinary record analyzed. 5.5 HCD supervisory function report prepared.
2. Human capital development data processing supervision	**FB-075-3:2012-C02**	HCD data process supervision is to plan, organize, lead and control computerized HCD data process supporting activities covering entering HCD related data, summarize, analyze or otherwise convert data into usable information in accordance with organizational requirements. The personnel who are competent in supervising data processing shall be able to achieve specified objectives through an effective organizing and leading of subordinate in	1. Analyze HCD data processing supervision concepts and requirements.	1.1 Data processing objectives checked. 1.2 Subordinates' computer application skills & literacy tested. 1.3 Type of HCD data., source of HCD data and data processing procedure checked. 1.4 Data Processing Systems and data processing instruments determined. 1.5 Data processing checking system and Data handling safety procedure examined. 1.6 Coaching techniques applied and teamwork developed.

| | | performing data entry & processing and utilize the specified software in a way to obtain a specified end result. . | 2. Plan HCD data processing supervision. | 2.1 Job instruction interpreted,
2.2 HCD Data process supervisory objectives determined.
2.3 Data processing standard & procedure compliance, HCD data processing work flow, Human resource information systems record and standard operating procedure checked.
2.4 HCD data process monitoring systems examined.
2.5 HCD Data process supervisory activity plan drafted up. |
| | | | 3. Perform HCD data processing supervision. | 3.1 HCD data entry requirements, source of data, documents draft, document classification and reference index, document format, document standard contents, documents variable contents, graphic & tabulation techniques application, letter signatory addressee & mode of mailing and correspondence documents filing record checked.
3.2 HCD data authorization and |

				data validity ensured.
				3.3 HCD Program Certificate generation process, HCD non-correspondence documents generation process, HCD Correspondence documents generation process and data entry activity log book inspected.
				3.4 Data processing Cycle time control conducted.
			4. Evaluate HCD data processing supervisory performance.	4.1 Performance evaluation objectives, performance standard and performance Indicator determined.
				4.2 Performance evaluation techniques applied.
				4.3 Performance analyzed , performance gap identified and continuous improvement program developed.
			5. Prepare data processing supervisory report.	5.1 Data processing supervisory report format examined and completed data processing supervisory job list prepared.
				5.2 Critical incidents elaborated.
				5.3 HCD data processing software performance and hardware performance record checked.

				5.4 Data processing supervisory work status determined.
3	Human Capital Development administrative support supervision	**FB-075-3:2012-C03**	HCD administrative support supervision is to plan, organize, lead and control subordinates and other resources in performing a clerical activities to support HCD functions in accordance with departmental objectives and organization requirements. The personnel who are competent in supervising HCD administrative support shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing correspondence documents preparation, external program disbursement, HCD materials requisition process and other HCD related activities obtain a specified end result. .	1. Analyze HCD administrative support supervision requirements.	1.1 Letter writing techniques and HCD documentation systems analyzed. 1.2 Participant selection & registration support service and program fees administration support service examined. 1.3 Facilities administration, training resources administration, document filing systems, resource person services administration and contract administration support service analyzed. 1.4 HCD Program participants registration systems and resource centre administration support service examined.
				2. Plan HCD administrative support supervision.	2.1 Administrative support supervision objectives determined. 2.2 Administrative support supervision requirements, activities, standard, process flow, activities time frame, facilities and resources examined.

					2.3 Administrative support supervision activities plan developed.
				3. Perform HCD administrative support supervision	3.1 HCD participants registration, correspondence documents preparation, external program disbursement, materials requisition process, program fees administration support service, facilities administration support service, training resources, filing systems, resource person service administration, and resource centre administration support service monitored.
				4. Evaluate HCD Administrative support supervision.	4.1 Performance management objectives, performance standard and performance Indicator determined.
					4.2 Performance evaluation techniques applied, performance analyzed, performance gap identified and continuous improvement program developed.
				5. Prepare HCD administrative support supervisory report.	5.1 Administrative support supervisory record and completed administrative support supervision work list examined.

				5.2 Critical incidents and Issues & improvement highlights identified.
				5.3 HCD administrative support supervisory performance record checked and administrative support supervisory work status determined.
				5.4 Administrative support supervisory report prepared.

| 3 | Human Capital Development nt logistics support supervision | FB-075-3:2012-C04 | HCD logistics support supervision is to plan, organize, lead and control HCD logistics support activities and subordinates in supporting HCD management in accordance with HCD functional objectives and organizational requirements. The personnel who are competent in supervising HCD field support functions shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing storekeeping, facilities housekeeping arrangement, refreshment & food supply, preventive maintenance, and other HCD related activities in accordance with organizational requirements. | 1 Analyze HCD logistics support supervision requirements. | 1.1 HCD storekeeping & inventory control systems analyzed.
1.2 HCD facilities and housekeeping requirements, HCD program refreshment and food requirements, Transportation services requirements, accommodation standard requirements, outdoor training resources requirements examined.
1.3 HCD equipments preventive maintenance systems analyzed. |
| | | | | 2. Plan HCD logistics support supervision activities | 2.1 Logistics support systems examined.
2.2 Logistics support supervision objectives determined.
2.3 HCD storekeeping & inventory control systems, facilities and housekeeping requirements, program refreshment and food requirements, transportation services requirements, accommodation standard & requirements and outdoor training resources requirements examined.

2.4 HCD equipments preventive maintenance systems |

				analyzed, HCD Logistics support supervisory plan prepared.
			3. Perform HCD logistics support supervision.	3.1 HCD storekeeping activities, HCD facilities and housekeeping arrangement, HCD program refreshment and food supllies arrangement, transportation services arrangement, accommodation arrangement and outdoor training resources supplies provision monitored. 3.2 HCD equipments preventive maintenance standing plan prepared. 3.3 HCD equipments preventive maintenance implementation monitored.
			4. Evaluate HCD logistics support supervision performance.	4.1 Performance evaluation objectives, performance standard and performance Indicator determined. 4.2 Performance evaluation techniques applied, performance analyzed, performance gap identified and continuous improvement program developed.

			5. Prepare HCD logistics support supervision report.	5.1 Field support supervisory record and completed I Fields support supervision work list examined. 5.2 Critical incidents and Issues & improvement highlights identified. 5.3 HCD field support supervisory performance record checked and logistics support supervisory work status determined. Field support supervisory report prepared.
4 Human Capital Development field support supervision	**FB-075-3:2012-C05**	HCD field support supervision is to plan, organize, lead and control subordinates and other resources in performing HCD outdoor support activities in supporting HCD program preparation, promotion, and operation in accordance with departmental objectives and organization requirements. The personnel who are competent in supervising HCD field support functions shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing outdoor promotional campaign, outdoor sales service and	1. Analyze HCD field support supervision concepts and requirements.	1.1 HCD field support supervision objectives determined. 1.2 HCD external promotional campaign support activities systems, HCD external promotional campaign support activities requirements, HCD external promotional campaign support activities resources and HCD program sales support activities systems, and HCD field training support activities systems checked 1.3 HCD program sales support activities requirements, HCD program sales support activities resources, HCD field training support activities requirements and HCD field training support activities resources inspected.

		other outdoor HCD operational support activities in accordance with HCD functional objectives and organisational requirements.		1.4 HCD field training support activities requirements list prepared.
			2. Plan HCD field support supervision activities	2.1 Field support supervisory requirements and HCD Field support supervision objectives determined. 2.2 Standard operating procedure and HCD Field support service systems checked. 2.3 Field support service standard & procedure and work flow examined. 2.4 HCD Field support supervisory plan prepared.
			3. Perform HCD field support supervision.	3.1 HCD Field support supervision objectives checked. 3.2 HCD external promotional campaign support, HCD program sales support activities, HCD field training support activities monitored. 3.3 Field support monitoring systems, HCD external promotional campaign support activities requirements, HCD external promotional campaign support activities resources, HCD program sales support activities requirements, HCD program sales support

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				activities resources, HCD field training support activities systems and HCD field training support activities resources ensured. 3.4 HCD field support activities supervised.
			4. Evaluate HCD field support supervision performance.	4.1 Performance objectives, performance standard and performance Indicator identified. 4.2 Performance evaluation techniques applied performance analyzed, performance gap identified and continuous improvement program developed.
			5. Prepare HCD field support supervision report.	5.1 Field support activities record systems checked. 5.2 Subordinates performance report, and Critical incidents analyzed. 5.3 Completed field support supervision job list prepared. 5.4 Field support activities work status determined. Field support activities report prepared.
6. HCD program sales & marketing support supervision	FB-075-3:2012-E01	HCD program sales & marketing support supervision is to plan, organize, lead and control the efforts of HCD supporting team members and using all	1. Analyze HCD program marketing & sales support supervisory concept and requirements.	1.1 Sales & marketing concept examined and sales strategy determined. 1.2 Sales supervisory techniques and motivating sales force techniques applied. 1.3 Direct selling techniques

			checked, and selling educational and training program analyzed.
			1.4 Communication skills, Interpersonal skills, and customer service skills checked.
		allocated organizational resources to support HCD program marketing & sales support supervisory functions in accordance with organizational requirements. The personnel who are competent in supervising HCD program sales and marketing functions shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing sales activities, promotional materials preparation, and marketing campaign.	1.5 HCD marketing campaign support activities requirements inspected. HCD sales & marketing support supervision requirements interpreted.
		2. Plan HCD program marketing & sales support supervision.	2.1 HCD program sales & marketing support supervision objectives determined and HCD program tele sales activity list, HCD marketing promotional materials preparation activity list, HCD merketing campaign support activity list checked.
			2.2 HCD program sales & marketing support activities timeframe, HCD program sales & marketing support activities targets determined.
			2.3 HCD program sales & marketing support supervisory targets plan developed.
		3. Perform HCD Program sales & marketing support supervision.	3.1 HCD program tele marketing supervision, HCD marketing promotional materials preparation supervision, HCD marketing campaign support

				supervision, direct sales supervision, sales supervision, sales documentation supervision, HCD program sales activities coordination and control conducted. HCD program sales & marketing activities monitoring systems implemented.
			4. Evaluate HCD Program marketing & sales support supervision.	4.1 Performance evaluation objectives, performance standard, performance Indicator determined. 4.2 Performance evaluation techniques applied, performance analyzed, performance gap identified and continuous improvement program developed.
			5. Prepare HCD program marketing & sales support supervision report.	5.1 Completed sales & marketing support job list checked. 5.2 Critical incidents and HCD sales & marketing support performance evaluation report analyzed. 5.3 Cycle time achievement evaluated. 5.4 Report writing techniques applied. 5.5 HCD program sales & marketing support supervisory report structure and report format examined. HCD program sales &

				marketing support supervisory report prepared.

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT							
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES							
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT SUPERVISORY FUNCTIONS							
Competency Unit Descriptor	HCD supervisory functions is the front line management function of HCD operation covering planning, organizing, leading and controlling of team members and all allocated resources to achieve unit's objectives in accordance with organizational requirements. The personnel who are competent in supervising HCD operation Units shall be able to perform problem solving activities, leading HCD support service team, perform operational control activities and prepare factual informative reports for management purposes.							
Competency Unit ID	**FB-075-3:2012-C01**	**Level**	3	**Training Duration**	**360 hrs**	**Credit Hours**		**36 hrs**

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD supervisory functions concept and requirements.	i. Units Operational Planning concept & processes. ii. Resources organization concept & application. iii. Leadership concept & practice. iv. Controllling concept & practice. v. Problem solving & decision making techniques vi. Teambuilding concept &			**6**	Lecture	• Units Operational Planning concept & process interpreted. • Resources organizatio n concept & application elaborated. • Leadership concept &

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	practice. vii. Change management. viii. Coaching techniques. ix. Performance evaluation x. Team Disciplinary management xi. Team safety & health					practice elaborated. • Controllling concept & practice elaborated. • Problem solving & decision making techniques elaborated.
		i. Analyze units Operational Planning concept & processes. ii. Analyze resources organization concept & application. iii. Analyze leadership concept & practice. iv. Analyze Controllling concept & practice. v. Analyze Problem solving & decision making techniques. vi. Analyze teambuilding concept & practice. vii. Analyze Change management concept & practice. viii. Analyze coaching		12	Practical Demonstration & observation	• Teambuildi ng concept & practice elaborated. • Change manageme nt elaborated. • Coaching techniques elaborated. • Performanc e evaluation techniques elaborated. • Team Disciplinary manageme

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		techniques. ix. Analyze Performance evaluation techniques. x. Analyze team Disciplinary management				nt elaborated. • Team safety & health manageme nt elaborated.
			Attitude: i. Diligent in employing supervisory concept and practice. *Safety:* Not Applicable.			
2. Plan HCD supervisory functions.	i. Departmental Goal & objectives. ii. Departmental strategic operational plan. iii. Situational analysis iv. Units objectives. v. Unit's Tactical plan vi. HCD supervisory functions plan.	i.		**12**	Lecture	• Departmenta l Goal & objectives ascertained. • Departmenta l strategic operational plan interpreted. • Situational analysis interpreted. • Units objectives
		i. Examine Departmental Goal & objectives. ii. Analyze		**24**		

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		departmental strategic operational plan. iii. Conduct situational analysis iv. Determine Units objectives. v. Formulate Unit's Tactical plan vi. Develop HCD supervisory functions plan.				ascertained. • Unit's Tactical plan outlined. • HCD supervisory functions plan drafted.
			Attitude: i. Precise in examining departmental Goal & objectives. ii. Objective focused in analyzing departmenal strategic operational plan. iii. Thorough in conducting situational analysis iv. Foresight in determine Units objectives. v. Objective focused in formulating Unit's Tactical plan vi. Objective focused in developing HCD			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			supervisory functions plan.			
3. Perform HCD supervisory functions.	i. Resources allocation ii. Leading function iii. Operation Control iv. Problem solving & decision making process. v. Teambuilding development vi. Change management. vii. Coaching techniques. viii. Performance evaluation ix. Team Disciplinary management x. Team safety & health xi. Productivity improvement program. xii. Performance improvement program			**60**	Lecture	• Resources allocation executed. • Leading function executed. • Operation Control executed. • Problem solving & decision making process executed. • Teambuildin g development executed. • Change management executed. • Coaching techniques used. • Performance evaluation executed.
		i. Conduct resources allocation ii. Conduct Leading function iii. Implement Operation Control iv. Initiate problem solving & decision making process v. Initiate teambuilding		**120**		

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		development vi. Conduct change management vii. Apply coaching techniques viii. Conduct performance evaluation ix. Conduct team disciplinary management x. Ensure team safety & health xi. Conduct productivity improvement program. xii. Conduct performance improvement program				• Team Disciplinary management executed. • Team safety & health confirmed. • Productivity improvement program executed. • Performance improvement program executed.
			Attitude: i. Responsible in conducting resources allocation ii. Creative in conducting leading function iii. Thorough in implementing			

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Operation Control			
			iv. Creative in initiating problem solving & decision making and teambuilding development			
			v. Participative in conducting change management			
			vi. Creative in applying coaching techniques			
			vii. Objective focused in performance evaluation			
			viii. Objective focused in conducting team disciplinary management			
			ix. Firm in ensuring team safety & health			
			x. Objective focused in conducting supervisory management program			
			Safety:			
			i. Ensure data safety.			
			ii. Ensure safe work methodology.			
			iii. Ensure electrical safety			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			on all electrically powered equipment. iv. Enforce safety & health rules and regulations v. Ensure safe working condition. vi. Promote good safety & health practice at workplace. *Environment:* i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
4.Evaluate HCD supervisory functions performance	i. Performance management objectives ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap vi. Continuous Improvement program			**30**	Lecture	• Performance evaluation objectives ascertained • Performance standard ascertained. • Performance indicator ascertained.

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine performance management objectives ii. Determine performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques v. Evaluate performance vi. Identify performance gap vii. Develop continuous improvement program.				• Pereformance evaluation techniques applied. • Performance gap ascertained • Continuous Improvement program drafted.
			Attitude: i. Meticulous in determining performance management objectives. ii. Meticulous in determining	**60**		

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 evaluating performance. vi. Rationale in identifying performance gap. vii. Creative in developing Improvement program. *Safety*: Not Applicable			
5.Prepare HCD supervisory functions report.	i. Supervisory functions report format. ii. Supervisory function report contents. iii. Report writing techniques.			**12**		• Supervisory functions report format used. • Supervisory

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Subordinate's performance evaluation report. v. Performance dashboard indexes. vi. Project progress report. vii. Subordinates' disciplinary report. viii. HCD supervisory function report.					function report structure used. • Report writing techniques used. • Subordinate's performance evaluation report interpreted. • Performance dashboard indexes ascertained. • Project progress report interpreted. • Subordinates' disciplinary record interpreted. • HCD supervisory function report
		i. Follow supervisory functions report format. ii. Follow supervisory function report structure. iii. Apply report writing techniques. iv. Analyze subordinate's performance evaluation report. v. Determine performance dashboard indexes. vi. Analyze project progress report. vii. Analyze subordinates' disciplinary record.		**24**		

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		viii. Prepare HCD supervisory function report.				drafted.
			Attitude: i. Thorough in examining supervisory functions report format and report structure. ii. Creative in applying report writing techniques. iii. Meticulous in analyzing subordinate's performance evaluation report. iv. Accurate in determine performance dashboard indexes. v. Thorough in overviewing project progress report and subordinates' disciplinary record. vi. Thorough in preparing HCD supervisory function report.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety: i. Ensure confidential document safety. ii. Enforce safety & health rules and regulations iii. Ensure safe working condition. iv. Promote good safety & health practice at workplace. v. Conduct workplace safety inspection.			

Employability Skills

Core Abilities	Social Skills
01.01 Utilize database applications to locate and process information 01.02 Utilize spreadsheets applications to locate and process information 01.03 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

01.11 Apply thinking skills and creativity 02.01 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Manage and improve performance of individuals 03.10 Provide consultation and counseling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Allocate work 04.02 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.01 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. Computer Set with words processing & graphic application. 2. LCD Projector or any other projector with white screen 3. Strategic business plan (Sample) 4. Corporate policy (Sample) 5. Safety & Health Rules and regulations (Sample)	1:1 1:25 1:25 1:25 1:25

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CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT							
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES							
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT DATA PROCESSING SUPERVISION							
Competency Unit Descriptor	HCD data processing supervision is to plan, organize, lead and control computerised HCD data process supporting activities covering entering HCD related data, summerise, analyze or otherwise convert data into usable information in accordance with organizational requirements. The personnel who are competent in supervising data processing shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing data entry & processing and utilize the specified software in a way to obtain a specified end result.							
Competency Unit ID	FB-075-3:2012-C02	**Level**	3	**Training Duration**	208 hrs.	**Credit Hours**	20 Hrs	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD data processing supervision concept and requirements	i. Data processing objective ii. Subordinates' computer application skills & literacy iii. Type of HCD data iv. HCD data characteristics. v. Source of HCD data. vi. Data processing systems vii. Data processing facilities. viii. Data processing procedures ix. Data processing instruments. x. Data processing checking			8	Lecture	• Data processing objective confirmed • Subordinates' computer application skills & literacy accepted. • Type of HCD data confirmed. • Source of HCD data confirmed. • Data processing

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	systems. xi. Data handling safety procedure. xii. Coaching techniques. xiii. Teamwork					systems ascertained. • Data processing procedures confirmed.
		i. Check data processing objectives. ii. Test subordinates' computer application skills & literacy. iii. Check type of HCD data. iv. Check source of HCD data. v. Determine Data Processing Systems. vi. Check data precessing procedure. vii. Determine data processing instruments. viii. Examine Data processing checking systems. ix. Examine Data handling safety procedure.		**16**	Demonst ration & observati on	• Data processing instruments ascertained • Data processing checking systems ascertained. • Data handling safety procedure ascertained. • Coaching techniques used. • Teamwork adapted.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		x. Apply coaching techniques. xi. Develop teamwork.				
			Attitude i. Responsible in checking data processing objectives. ii. Responsible in checking subordinates' computer application skills & literacy. iii. Responsible in checking type of HCD data. iv. Responsible in checking source of HCD data. v. Meticulous in determining Data Processing Systems. vi. Responsible in checking data precessing procedure. vii. Objective focused in determining data processing instruments.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			viii. Thorough in examining Data processing checking systems. ix. Thorough in examine Data handling safety procedure. *Safety* i. Ensure data confidentiality. ii. Ensure safe data handling.			
2. Plan HCD data processing supervision	i. Job Instruction. ii. Standard operating procedure. iii. HCD Data process monitoring objectives iv. Data processing standard & procedure. v. HCD data processing work flow vi. Human resource information systems vii. HCD data process monitoring systems viii. HCD Data process supervisory plan.			**6**		• Job Instruction clarified. • Standard operating procedure ascertained. • HCD Data processing objectives ascertained. • Data processing standard & procedure confirmed. • HCD data

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Interpret job insrtruction. ii. Overview Standard operating procedure. iii. Determine HCD Data process supervisory objectives iv. Check Data processing standard & procedure compliance. v. Check HCD data processing work flow vi. Check Human resource information systems record. vii. Examine HCD data process monitoring systems viii. Draft up HCD Data process supervisory activity plan.		**14**		processing work flow confirmed. • Human resource information systems record confirmed. • HCD data processing systems interpreted. • HCD Data process supervisory plan displayed.
			Attitude i. Accuracy in Interpreting job insrtruction. ii. Analytical in			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			overviewing standard operating procedure.			
			iii. Specific in determining HCD Data process supervisory objectives			
			iv. Analytical in overviewing Data processing standard & procedure compliance.			
			v. Analytical in overviewing HCD data processing work flow			
			vi. Analytical in overviewing Human resource information systems			
			vii. Meticulous in examining HCD data process monitoring systems			
			viii. Draft up HCD Data process supervisory activity plan.			
			Safety:			
			i. Ensure data safety.			
			ii. Ensure safe work methodology.			
			iii. Ensure electrical safety on all electrically			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			powered equipment. iv. Enforce safety & health rules and regulations v. Ensure safe working condition. vi. Promote good safety & health practice at workplace. *Environment:* i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
3. Perform HCD data processing supervision.	i. HCD data entry requirements. ii. Documents draft. iii. Document classification and reference index. iv. Document format. v. Document standard contents vi. Documents variable			**6**		• HCD data entry requirements confirmed. • Documents draft confirmed. • Document classification and reference

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	contents vii. Graphic & tabulation techniques. viii. HCD letter signatory ix. Addressee and mode of mailing. x. Correspondence documents filing. xi. HCD data authorization xii. Data validity xiii. HCD Program Certificate generation process. xiv. HCD non-correspondence documents generation process. xv. HCD Correspondence documents generation process. xvi. Data entry log book. xvii. Data processing Cycle time control.					index confirmed. • Document format confirmed. • Document standard contents confirmed. • Documents variable contents confirmed. • Graphic & tabulation techniques application accepted. • HCD letter signatory confirmed.
		i. Check HCD data entry requirements. ii. Check source of data. iii. Check Documents		**14**		• Addressee and mode of mailing confirmed. • Correspondenc e documents

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		draft. iv. Check document classification and reference index. v. Check document format. vi. Check document standard contents vii. Check documents variable contents viii. Check Graphic & tabulation techniques application. ix. Check HCD letter signatory x. Check addressee and mode of mailing xi. Check correspondence documents filing record. xii. Ensure HCD data authorization xiii. Ensure Data validity xiv. Inspect HCD				filing confirmed. • HCD data authorization confirmed. • Data validity confirmed. • HCD Program Certificate generation process confirmed. • HCD non-correspondence documents generation process confirmed. • HCD Correspondenc e documents generation process confirmed. • Data entry log book accepted. • Data processing Cycle time

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		Program Certificate generation process xv. Inspect HCD non-correspondence documents generation process xvi. Inspect HCD Correspondence documents generation process xvii. Inspect data entry activity log book xviii. Conduct data processing Cycle time control.				control implemented.
			Attitude i. Meticulous in checking data processing work process ii. Responsible in ensuring data processing work accuracy iii. Responsible in ensuring team			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			productivity improvement			
			Safety:			
			i. Ensure data safety.			
			ii. Ensure safe work methodology.			
			iii. Ensure electrical safety on all electrically powered equipment.			
			iv. Enforce safety & health rules and regulations			
			v. Ensure safe working condition.			
			vi. Promote good safety & health practice at workplace.			
			Environment:			
			i. Ensure energy saver office equipments.			
			ii. Reduce energy wastage.			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4 Evaluate HCD data processing supervisory performance.	i. Performance evaluation objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. Continuous improvement program.			**40**		• Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance indicator ascertained. • Performance evaluation techniques applied. • Performance gap ascertained • Continuous improvement program drafted.
		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 continuous improvement program.		**92**		

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude: 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. *Safety:* Not Applicable			
5 Prepare data processing supervisory report.	i. Data processing supervisory report format. ii. Completed Data processing supervisory			**4**		• Data processing supervisory report format

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	job list. iii. Critical incidents iv. HCD data processing software performance record. vii. Hardware performance record. viii. Data processing supervisory work status.					ascertained • Completed Data processing supervisory job list ascertained. • Critical incidents interpreted. • HCD data processing software performance record confirmed. • Hardware performance record confirmed. • Data processing supervisory work status ascertained.
		i. Examine data processing supervisory report format ii. Prepare completed Data processing supervisory job list. iii. Elaborate critical incidents iv. Check HCD data processing software performance record. v. Check Hardware performance record. vi. Determine data processing supervisory work status.		**8**		
			Attitude: i. Meticulous in			

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			examining data processing supervisory report format.			
			ii. Prepare completed Data processing supervisory job list.			
			iii. Analytical in elaborating critical incidents			
			iv. Thorough in checking HCD data processing software performance and hardware performance.			
			v. Accuracy in determining data processing work status.			

Employability Skills

Core Abilities	Social Skills
01.01 Utilize database applications to locate and process information 01.02 Utilize spreadsheets applications to locate and process information 01.03 Utilize business graphic application to process information	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline

01.10 Apply a variety of mathematical techniques	8. Teamwork
01.11 Apply thinking skills and creativity	
02.01 Prepare flowcharts	
02.10 Prepare reports and instructions	
02.11 Convey information and ideas to people	
03.01 Manage and improve performance of individuals	
03.10 Provide consultation and counseling	
03.11 Monitor and evaluate performance of human resources	
03.12 Provide coaching/on-the job training	
03.13 Develop and maintain team harmony and resolve conflicts	
03.14 Facilitate and coordinate teams and ideas	
03.15 Liaise to achieve identified outcomes	
03.16 Identify and assess client/customer needs	
03.17 Identify staff training needs and facilitate access to training	
04.01 Allocate work	
04.02 Negotiate acceptance and support for objectives and strategies	
05.01 Implement project/work plans	
05.02 Inspect and monitor work done and/or in progress	
06.01 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. Computer Set with words processing & graphic application.	1:1
2. LCD Projector or any other projector with white screen	1:25
3. Strategic business plan (Sample)	1:25
4. Corporate policy (Sample)	1:25
5. Safety & Health Rules and regulations (Sample)	1:25

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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 SUPERVISION						
Competency Unit Descriptor	HCD administrative support supervision is to plan, organize, lead and control subordinates and other resources in performing a clerical activities to support HCD functions in accordance with departmental objectives and organization requirements. The personnel who are competent in supervising HCD administrative support shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing correspondence documents preparation, external program disbursement, HCD materials requisition process and other HCD related activities obtain a specified end result.						
Competency Unit ID	FB-075-3:2012-C03	Level	3	Training Duration	161 Hrs.	Credit Hours	16 Hrs.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD administrative support supervision requirements.	i. Letter writing ii. HCD documentation systems. iii. Participant selection & registration support service iv. Program fees administration support service.			6		• Letter writing techniques interpreted.. • HCD documentation systems elaborated. • Participant selection & registration support service

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Facilities administration. vi. Training resources administration vii. Document filing systems. viii. HCD Program participants registration systems. ix. Resource person affairs administration. x. Study resource centre administration support service. xi. Study contract administration support service.					ascertained. • Program fees administration support service ascertained. • Facilities administration elaborated. • Training resources administration elaborated. • Document filing systems elaborated. • HCD Program participants registration systems ascertained.
		i. Analyze letter writing techniques. ii. Analyze HCD documentation systems. iii. Check participant selection & registration support service iv. Check program fees administration support service. v. Analyze facilities administration.		16		• Resource person service administration elaborated. • Resource centre administration support service

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		vi. Analyze training resources administration vii. Analyze document filing systems. viii. Check HCD Program participants registration systems. ix. Analyze Resource person services administration. x. Check resource centre administration support service. xi. Analyze contract administration support service.				elaborated. • Contract administration support service elaborated.
			Attitude i. Diligent in analyzing HCD administrative support service systems, procedure and requirements. ii. Thorough in checking HCD administrative support service systems, procedure and requirements.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety i. Ensure the data safety.			
2. Plan administrative support supervision.	i. Administrative support supervision objectives ii. Administrative support supervision requirements. iii. Administrative support supervision activities. iv. Administrative support supervision standard. v. Administrative support supervision process flow. vi. Administrative support supervision activities time frame.			**8**		• Administrative support supervision objectives ascertained. • Administrative support supervision requirements confirmed. • Administrative support supervision activities ascertained. • Administrative support supervision standard ascertained. • Administrative support supervision process flow ascertained.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vii. Administrative support supervision facilities. viii. Administrative support supervision resources. ix. Administrative support supervision activities plan.					• Administrative support supervision activities time frame ascertained. • Administrative support supervision facilities ascertained. • Administrative support supervision resources ascertained. • Administrative support supervision activities plan drafted.
		i. Determine administrative support supervision objectives ii. Examine administrative support supervision requirements. iii. Examine administrative support supervision activities. iv. Examine administrative support supervision standard. v. Examine Administrative support supervision process flow. vi. Examine administrative support supervision activities time frame. vii. Examine Administrative support supervision facilities.		**40**		

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		viii. Examine administrative support supervision resources. ix. Develop administrative support supervision activities plan				
			Attitude i. Meticulous in determining administrativ e support supervision objectives ii. Thorough in examining administrative support supervision requirements, activities, standard, process flow, activities time frame, facilities and resources. iii. Objective focus in developing administrative			

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			support supervision activities plan			
3. Perform administrative support supervision	i. HCD participants registration. ii. HCD program correspondence documents preparation. iii. HCD external program disbursement. iv. HCD program materials requisition process. xii. Program fees administration support service. xiii. Facilities administration. xiv. Training resources administration xv. Document filing systems. xvi. Resource person affairs administration. xvii. Resource centre			**8**		• HCD participants registration systems interpreted. • HCD participants registration procedure ascertained. • HCD participants registration requirements ascertained. • HCD participants registration process completed. • HCD program correspondence documents requirements ascertained. • HCD program correspondence

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	administration support service.					documents mailing process completed.
		i. Monitor HCD participants registration. ii. Monitor HCD program correspondence documents preparation. iii. Monitor HCD external program disbursement. iv. Monitor HCD program materials requisition process. v. Monitor Program fees administration support service. vi. Monitor facilities administration support service. vii. Monitor training resources administration support service. viii. Monitor Document filing systems. ix. Monitor resource person service administration. x. Monitor resource centre administration support service.		**40**		• HCD external program disbursement systems interpreted. • HCD external program disbursement • HCD external program disbursement procedure ascertained. • HCD material requisition procedure. • HCD material requisition process completed.
			Attitude: i. Diplomacy in monitoring subordinates.			

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety: i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically powered equipment. iv. Enforce safety & health rules and regulations v. Ensure safe working condition. vi. Promote good safety & health practice at workplace. *Environment:* i. Ensure energy saver office equipments. ii. Reduce energy			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			wastage. iii. Practice paperless office. iv. Practice recycle policy.			
4. Evaluate HCD Administrative support supervision.	i. Performance management objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. Continuous improvement program.			**4**		• Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance indicator ascertained. • Pereformance evaluation techniques applied. • Performance gap ascertained. • Continuous improvement program drafted..
		i. Determine performance management objectives. ii. Determine performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques. v. Analyze performance.		**40**		

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		vi. Identify performance gap. vii. Develop continuous improvement program.				
			Attitude: i. Meticulous in determining performance management objectives, performance standard, performance Indicator and performance evaluation techniques. ii. Objective focused in analyzing performance. iii. Rationale in identifying performance gap. iv. Creative in developing Improvement program.			

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety: Not Applicable			
5. Prepare administrative support supervisory report.	i. Administrative support supervisory record. ii. Completed administrative support supervision work list. iii. Critical incidents iv. HCD administrative support supervisory performance. v. Issues and improvement highlight. vi. administrative support supervisory report.			1		• Administrative support supervisory record ascertained. • Completed administrative support supervision work list ascertained. • Critical incidents ascertained. • HCD administrative support supervisory performance record interpreted. • Issues and improvement highlight ascertained. • administrative support supervisory
		i. Examine administrative support supervisory record. ii. Examine completed administrative support supervision list. iii. Identify critical incidents iv. Overview HCD administrative support supervisory performance record. v. Administrative support supervisory work status. vi. Identify Issues and		2		

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Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		improvement highlight. vii. Prepare administrative support supervisory report.				report draft up.
			Attitude: i. Thorough in preparing administrative support supervisory report. *Safety:* i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically powered equipment.			

Employability Skills

Core Abilities	Social Skills
01.01 Utilize database applications to locate and process information 01.02 Utilize spreadsheets applications to locate and process information 01.03 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Manage and improve performance of individuals 03.10 Provide consultation and counseling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Allocate work 04.02 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.01 Develop and maintain networks	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. Computer Set with words processing & graphic application. 2. LCD Projector or any other projector with white screen 3. Strategic business plan (Sample) 4. Corporate policy (Sample) 5. Safety & Health Rules and regulations (Sample)	1:1 1:25 1:25 1:25 1:25
REFERENCES	
1. PW Betts, Longman 7th.Ed. 1999, Supervisory Management (Management and Communication Skills), ISBN 978-0582418776 2. Michael Netzley & Graig Snow, Prentice Hall 1st. Ed. 2001, Guide to Report Writing ISBN 978-0130417718 3. John Bowden, Writing a Report- How to Prepare, Write & Present Really Effective, ISBN 978-1845284701 4. Margaret Anne Reid & Harry Barrington, Institute of Personnel and Development, 5th.Ed. 1997, Training Interventions, Managing Employee Development, ISBN 0 85292 660 X. 5. Lawrence S Kleiman, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7 6. Stephen P Robbins & Timothy A Judge, Pearson 15 Ed. 2011, Organizational Behavior, ISBN 0-13-800040-9. 7. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9 8. Robert S Kaplan & David P Norton, Harvard Business School Press, 2001, The Strategy-Focused Organization, ISBN 1-57851-250-6 9. Fred R David (*Terjemahan Mohd Hizam Hanafiah),* Prentice Hall 2003, Pengurusan Strategik, Konsep & Kes, ISBN 983-2639-00-X 10. Zainal Abidin Mohamed, Utusan Publication, 2007, Pengurusan Strategik, ISBN 978-967-61-1996-2	

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT LOGISTICS SUPPORT SUPERVISION						
Competency Unit Descriptor	HCD logistics support supervision is to plan, organize, lead and control HCD logistics support activities and subordinates in supporting HCD management in accordance with HCD functional objectives and organizational requirements. The personnel who are competent in supervising HCD field support functions shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing storekeeping,facilities housekeeping arrangement, refreshment & food supply, preventive maintenance, and other HCD related activities in accordance with organizational requirements.						
Competency Unit ID	FB-075-3:2012-C04	Level	3	Training Duration	208 Hrs.	Credit Hours	20 Hrs.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1 Analyze HCD logistics support supervision requirements.	i. HCD storekeeping & inventory control systems. ii. HCD facilities and housekeeping requirements. iii. HCD program refreshment and food requirements. iv. Transportation services			8	Lecture	• HCD storekeeping & inventory control systems elaborated. • HCD facilities and housekeeping requirements ascertained. • HCD program refreshment and food requirements

	requirements. v. Accommodation standard requirements. vi. Outdoor training resources requirements. vii. HCD equipments preventive maintenance systems.					ascertained. • Transportation services requirements ascertained. • Accommodation standard requirements ascertained. • Outdoor training resources requirements ascertained. • HCD equipments preventive maintenance systems ascertained.
		i. Analyze HCD storekeeping & inventory control systems ii. Examine HCD facilities and housekeeping requirements. iii. Examine HCD program refreshment and food requirements. iv. Examine Trans-portation services requirements. v. Examine accom-modation standard requirements. vi. Examine outdoor training resources requirements. vii. Analyze HCD equip-		**16**	Lecture Practical	

		ments preventive maintenance systems.				
			Attitude:			
			i. Diligent in analyzing HCD storekeeping & inventory control systems, outdoor training resources supply systems and HCD equip-ments preventive maintenance systems. ii. Meticulous in exa-mining HCD faci-lities & house-keeping require-ments, refresh-ment and food supllies require-ments, transpor-tation services requirements, and accommodation standard & requirements. *Safety:* Not applicable			

				6	Lecture	• Logistics support systems interpreted.
2. Plan HCD logistics support supervision.	i. Logistics support systems ii. Logistics support supervision objectives iii. HCD storekeeping & inventory control systems. iv. HCD facilities and housekeeping requirements. v. HCD program refreshment and food requirements. vi. Transportation services requirements. vii. Accommodation standard & requirements. viii. Outdoor training resources requirements. ix. HCD equipments preventive maintenance systems. x. HCD Logistics support activities plan					• Logistics support supervision objectives ascertained. • HCD storekeeping & inventory control systems interpreted. • HCD facilities and housekeeping requirements interpreted. • HCD program refreshment and food requirements interpreted. • Transportation services requirements interpreted. • Accommodation standard & requirements interpreted. • Outdoor training resources requirements interpreted. • HCD equipments preventive
		i. Examine Logistics support systems ii. Determine Logistics support supervision		14	Lecture Practical	

		objectives iii. Examine HCD storekeeping & inventory control systems. iv. Examine HCD facilities and housekeeping requirements. v. Examine HCD program refreshment and food requirements. vi. Examine Transportation services requirements. vii. Examine accommodation standard & requirements. viii. Examine outdoor training resources requirements. ix. Study HCD equipments preventive maintenance systems. x. Prepare HCD Logistics support supervisory plan			maintenance systems interpreted. • HCD Logistics support activities plan

			Attitude i. Meticulous in examining logistics support supervision requirements. ii. Diligent in analy-zing logistics sup-port supervision systems requirements. *Safety:* Not applicable				
3. Perform logistics support supervision.	i. HCD storekeeping activities. ii. HCD facilities and housekeeping. iii. HCD program refreshment and food supllies. iv. Transportation services. v. Accommodation. vi. Outdoor training resources supplies. vii. HCD equipments preventive maintenance			**6**	Lecture		i. HCD storekeeping activities. ii. HCD facilities and housekeeping. iii. HCD program refreshment and food supllies. iv. Transportation services. v. Accommodation arrangement. vi. Outdoor training resources supplies supplied. vii. HCD equipments preventive

		i. Monitor HCD storekeeping activities. ii. Monitor HCD facilities and housekeeping arrangement. iii. Monitor HCD program refreshment and food supllies arrangement. iv. Monitor transportation services arrangement. v. Monitor Accommodation arrangement. vi. Monitor outdoor training resources supplies provision. vii. Prepare HCD equipments preventive maintenance standing plan. viii. Monitor HCD equipments preventive maintenance implementation.			maintenance implemented.

			Attitude: i. Meticulous in conducting HCD storekeeping activities. ii. Diplomacy in arranging HCD facilities and housekeeping. iii. Diplomacy in arranging HCD program refreshment and food supllies. iv. Diplomacy in arranging transportation services. v. Tactful in arranging accommodation vi. Objective focused in provide Outdoor training resources supplies. vii. Discipline in conducting HCD equipments preventive maintenance	**14**	Lecture Practical	

			Safety: i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically powered equipment. iv. Enforce safety & health rules and regulations v. Ensure safe working condition. vi. Promote good safety & health practice at workplace. _Environment:_ i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			

4. Evaluate HCD Logistics support supervision.	i. Performance evaluation objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. continuous improvement program.				40		• Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance Indicator ascertained. • Performance evaluation techniques used. • Performance gap ascertained. • Continuous improvement program drafted.
		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.			92		

			Attitude: 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. *Safety:* Not Applicable			

				4	Lecture	• Logistics support supervisory record ascertained.
5. Prepare logistics support supervis ion report.	i. Logistics support supervisory record. ii. Completed logistics support supervision work list. iii. Critical incidents iv. HCD logistics support supervisory performance. v. Issues and improvement highlight. vi. logistics support supervisory report.					• Completed logistics support supervision work list ascertained. • Critical incidents ascertained. • HCD logistics support supervisory performance record interpreted.
		i. Examine logistics support supervisory record. ii. Examine completed logistics support supervision work list. iii. Identify critical incidents iv. Overview HCD logistics support supervisory performance record. v. Logistics support supervisory work status. vi. Identify Issues and improvement highlight. vii. Prepare logistics		8	Lecture Practical	• Issues and improvement highlight ascertained. • logistics support supervisory report draft up.

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			support supervisory report.				
			Attitude: i. Thorough in analyzing logistics support record systems. ii. Thorough in examining completed logistics support job list. iii. Specific in identifing critical incidents iv. Accuracy determining cycle time achievement. v. Objective overviewing HCD logistics support performance vi. Accuracy in determining logistics support work status.				

Employability Skills

Core Abilities	Social Skills
01.01 Utilize database applications to locate and	1. Communication skills 2. Conceptual skills

	process information	3. Interpersonal skills
01.02	Utilize spreadsheets applications to locate and process information	4. Learning skills
01.03	Utilize business graphic application to process information	5. Leadership skills
01.10	Apply a variety of mathematical techniques	6. Multitasking and prioritizing
01.11	Apply thinking skills and creativity	7. Self-discipline
02.01	Prepare flowcharts	8. Teamwork
02.10	Prepare reports and instructions	
02.11	Convey information and ideas to people	
03.01	Manage and improve performance of individuals	
03.10	Provide consultation and counseling	
03.11	Monitor and evaluate performance of human resources	
03.12	Provide coaching/on-the job training	
03.13	Develop and maintain team harmony and resolve conflicts	
03.14	Facilitate and coordinate teams and ideas	
03.15	Liaise to achieve identified outcomes	
03.16	Identify and assess client/customer needs	
03.17	Identify staff training needs and facilitate access to training	
04.01	Allocate work	
04.02	Negotiate acceptance and support for objectives and strategies	
05.01	Implement project/work plans	
05.02	Inspect and monitor work done and/or in progress	
06.01	Develop and maintain networks	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. Computer Set with words processing & graphic application.	1:1

2. LCD Projector or any other projector with white screen	1:25
3. Strategic business plan (Sample)	1:25
4. Corporate policy (Sample)	1:25
5. Safety & Health Rules and regulations (Sample)	1:25

REFERENCES

1. PW Betts, Longman 7th.Ed. 1999, Supervisory Management (Management and Communication Skills), ISBN 978-0582418776
2. Michael Netzley & Graig Snow, Prentice Hall 1st. Ed. 2001, Guide to Report Writing ISBN 978-0130417718
3. John Bowden, Writing a Report- How to Prepare, Write & Present Really Effective, ISBN 978-1845284701
4. Margaret Anne Reid & Harry Barrington, Institute of Personnel and Development, 5th.Ed. 1997, Training Interventions, Managing Employee Development, ISBN 0 85292 660 X.
5. Lawrence S Kleiman, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7
6. Stephen P Robbins & Timothy A Judge, Pearson 15 Ed. 2011, Organizational Behavior, ISBN 0-13-800040-9.
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CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT FIELD SUPPORT SUPERVISION
Competency Unit Descriptor	HCD field support supervision is to plan, organize, lead and control subordinates and other resources in performing HCD outdoor support activities in supporting HCD program preparation, promotion, and operation in accordance with departmental objectives and organization requirements. The personnel who are competent in supervising HCD field support functions shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing outdoor promotional campaign, outdoor sales service and other outdoor HCD operational support activities inaccordance with HCD functional objectives and organisational requirements.

Competency Unit ID	FB-075-3:2012-C05	Level	3	Training Duration	214 Hrs	Credit Hours	21 Hrs

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD field support supervision 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			6	Lecture	• HCD field support supervision objectives ascertained. • HCD external promotional campaign support activities systems confirmed. • HCD external promotional

	iv. HCD external promotional campaign support activities resources. 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 requirements list.				campaign support activities requirements confirmed. • HCD external promotional campaign support activities resources confirmed. • HCD program sales support activities requirements accepted. • HCD program sales support activities systems confirmed. • HCD program sales support activities resources ascertained. • HCD field training support activities requirements ascertained. • HCD field training support activities systems confirmed. • HCD field training support activities resources confirmed. • HCD field training support activities requirements list drafted.
		i. Determine HCD field support supervision objectives. ii. Check HCD external promotional campaign support activities systems iii. Check HCD external promotional campaign support		**15**	Lecture Practical

		activities requirements iv. Check HCD external promotional campaign support activities resources. v. Inspect HCD program sales support activities requirements vi. Check HCD program sales support activities systems vii. Inspect HCD program sales support activities resources. viii. Inspect HCD field training support activities requirements ix. Check HCD field training support activities systems. x. Inspect HCD field training support activities resources. xi. Prepare HCD field training support activities requirements list.			

			Attitude: i. Precise in determining HCD field support support objectives. ii. Diligent in studying 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.			
2. Plan HCD field support supervision	i. Field support super visory requirements. ii. Standard operating procedure. iii. HCD field support supervision objectives iv. Field support service standard & procedure. v. HCD Field support service work flow vi. HCD Field support monitoring systems vii. HCD Field support supervision plan.			**13**	Lecture	• Field support supervisory requirements ascertained. • Standard operating procedure ascertained. • HCD field support supervision objectives ascertained. • field support service standard & procedure ascertained. • HCD field support activities work flow

				30	Lecture Practical	ascertained.
		i. Determine field support supervisory requirements. ii. Check Standard operating procedure. iii. Determine HCD Field support supervision objectives iv. Examine Field support service standard & procedure. v. Examine HCD Field support service work flow vi. Check HCD Field support service systems vii. Prepare HCD Field support supervisory plan.				• HCD field support monitoring systems interpreted. • HCD field support activities activity plan drafted.
			Attitude i. Meticulous in determining supervisory requirements and examining standard and procedure. ii. Objective focused			

			in drafting HCD Field support supervisory plan. *Safety* *Not Applicable*			
3. Perform HCD field support supervision.	i. HCD Field support supervision objectives. ii. HCD external promotional campaign support. iii. Field support monitoring systems iv. HCD external promotional campaign support activities requirements v. HCD external promotional campaign support activities resources. vi. HCD program sales support activities requirements vii. HCD program sales support activities systems viii. HCD program sales support activities resources. ix. HCD field training support activities			**13**		• HCD external promotional campaign support activities objectives ascertained. • HCD external promotional campaign support activities systems applied. • HCD external promotional campaign support activities requirements supplied. • HCD external promotional campaign support activities resources possessed. • HCD program sales support activities requirements possessed. • HCD program sales support activities systems applied.

	requirements x. HCD field training support activities systems. xi. HCD field training support activities resources. xii. HCD field support activities.				• HCD program sales support activities resources consumed. • HCD field training support activities requirements supplied. • HCD field training support activities systems applied. • HCD field training support activities consumed. • HCD field support activities executed.
		i. Check HCD Field support supervision objectives. ii. Monitor HCD external promotional campaign support. iii. Ensure field support monitoring systems iv. Ensure HCD external promotional campaign support activities requirements v. Ensure HCD external promotional campaign support activities resources. vi. Ensure HCD program sales support activities requirements vii. Monitor HCD program sales support activities. viii. Ensure HCD program sales		**30**		

			support activities resources. ix. Monitor HCD field training support activities. x. Ensure HCD field training support activities systems. xi. Ensure HCD field training support activities resources. xii. Supervise HCD field support activities.			
			Attitude: i. Objective focused in performing HCD field support supervision *Safety:* i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically powered equipment. iv. Enforce safety & health rules and regulations			

			v. Ensure safe working condition. vi. Promote good safety & health practice at workplace. *Environment:* i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
4.Evaluate HCD field support supervisory performance.	i. Performance evaluation objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation techniques. v. Performance gap. vi. Continuous improvement program.			**26**	Lecture	• Performance evaluation objectives ascertained. • Performance standard ascertained. • Performance Indicator ascertained. • Performance evaluation techniques used. • Performance gap ascertained. • Continuous improvement program drafted.
		i. Determine performance		**60**	Lecture	

					Practical	
		objectives. ii. Determine performance standard iii. Determine performance Indicator iv. Apply performance evaluation techniques. v. Analyze performance. vi. Identify performance gap. vii. Develop continuous improvement program.				
			Attitude: 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 deve-loping Improve-ment program. *Safety*: Not Applicable			
5. Prepare field support supervision report.	i. field support activi-ties record systems. ii. Subordinates performance report. iii. Completed field support supervision job list. iv. Critical incidents v. Field support activities work status. vi. Field support supervision report.			**6**	Lecture	i. Field support activities record systems complied. ii. Subordinates performance report interpreted. iii. Completed field support job list drafted. iv. Critical incidents elaborated. v. Field support activities work status ascertained. vi. field support activities report drafted.
		i. Check field support activities record systems. ii. Analyze subordinates performance		**15**	Lecture Practical	

		report. iii. Prepare Comple-ted field support supervision job list. iv. Analyzed Critical incidents v. Determine Field support activities work status. vi. Prepare field support activities report.				
			Attitude: i. Responsible in following field support activities record systems and preparing field support completed job list. ii. Factual in explaining Critical incidents iii. Accurate in determine field support activities work status and preparing field support activities record. *Safety:* Not applicable		

Employability Skills

Core Abilities	Social Skills
01.01 Utilize database applications to locate and process information 01.02 Utilize spreadsheets applications to locate and process information 01.03 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Manage and improve performance of individuals 03.10 Provide consultation and counseling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Allocate work 04.02 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.01 Develop and maintain networks	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. Computer Set with words processing & graphic application. 2. LCD Projector or any other projector with white screen 3. Strategic business plan (Sample) 4. Corporate policy (Sample) 5. Safety & Health Rules and regulations (Sample)	1:1 1:25 1:25 1:25 1:25

REFERENCES

1. PW Betts, Longman 7th.Ed. 1999, Supervisory Management (Management and Communication Skills), ISBN 978-0582418776
2. Michael Netzley & Graig Snow, Prentice Hall 1st. Ed. 2001, Guide to Report Writing ISBN 978-0130417718
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CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN CAPITAL DEVELOPMENT SUPPORT SERVICES						
Competency Unit Title	HUMAN CAPITAL DEVELOPMENT PROGRAM SALES & MARKETING SUPPORT SUPERVISION						
Competency Unit Descriptor	HCD program sales & marketing support supervision is to plan, organize, lead and control the efforts of HCD supporting team members and using all allocated organizational resources to support HCD program marketing & sales support supervisory functions in accordance with organizational requirements. The personnel who are competent in supervising HCD program sales and marketing functions shall be able to achieve specified objectives through an effective organizing and leading of subordinate in performing sales activities, promotional materials preparation, and marketing campaign.						
Competency Unit ID	FB-075-3:2012-E01	**Level**	3	**Training Duration**	224 Hrs.	**Credit Hours**	22 Hrs.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyze HCD program marketing & sales support supervisory concept and requirements.	i. Sales & marketing concept. ii. Sales strategy iii. Sales supervisory techniques. iv. Motivating sales force techniques. v. Direct selling techniques. vi. Selling educational and training program.			8	Lecture	• Sales & marketing concept interpreted. • Sales strategy ascertained. • Sales supervisory techniques used. • Motivating sales force techniques used. • Direct selling

	vii. Communication skills viii. Interpersonal skills ix. Customer service skills. x. HCD marketing campaign support activities requirements. xi. HCD program sales & marketing support supervision requirements					techniques confirmed. • Selling educational and training program interpreted. • Communication skills confirmed. • Interpersonal skills confirmed. • Customer service skills confirmed.
		i. Examine Sales & marketing concept. ii. Determine Sales strategy iii. Apply Sales supervisory techniques. v. Apply motivating sales force techniques. v. Check direct selling techniques. vi. Analyze Selling educational and training program. ii. Check Communication skills iii. Check Interpersonal skills x. Check Customer service skills. x. Inspect HCD marketing campaign		16	Lecture Practical	• HCD marketing campaign support activities requirements confirmed. • HCD sales & marketing support supervision requirements listed.

		xi. Analyze HCD program sales & marketing support supervision requirements	support activities requirements.			
			Attitude: i. Diligent in analyzing sales & marketing supervisory cencepts and requirements. ii. Thorough in checking and inspecting sales & marketing activities requirements. *Safety;* Not Applicable.			
2. Plan HCD program sales & marketing support supervision.	i. HCD program sales & marketing support supervision objectives ii. HCD program tele sales activities list. iii. HCD marketing promotional materials preparation activity			**24**	Lecture	• HCD program sales & marketing support objectives ascertained. • HCD program tele sales activity list confirmed.

	list. iv. HCD merketing 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. .					• HCD marketing promotional materials preparation activiti list confirmed. • HCD marketing campaign support activity list confirmed.. • HCD program sales & marketing support activities timeframe confirmed • HCD program sales & marketing support activities targets confirmed. • HCD program sales & marketing support activities confirmed .
		i. Determine HCD program sales & marketing support supervision objectives ii. Check HCD program tele sales activity list. iii. Check HCD marketing promotional materials preparation activity list. iv. Check HCD marketing campaign support activity list. v. Ensure HCD program sales &		**32**	Lecture Practical	

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			marketing support activities timeframe. vi. Ensure HCD program sales & marketing support activities targets. vii. Develop HCD program sales & marketing support supervisory targets plan.			
			Attitude: i. Specific in determining HCD program sales & marketing support supervision objectives ii. Thorough in prepa-ring HCD program tele sales activity list, promo-tional materials prepara-tion activity list and marketing campaign support activity list. iii. Diplomacy in acquiring HCD pro-gram sales & marketing support activities time-frame and sales & marketing support activities targets.			

			iv. Responsible in drafting up HCD program sales & marketing support activities targets plan. *Safety:* Not Applicable.			
3. Perform HCD Program sales & marketing support supervision.	i. HCD program tele marketing supervision. ii. HCD marketing promotional materials preparation supervision iii. HCD merketing campaign support supervision. iv. Direct sales supervision. v. Sales documentation supervision. vi. Sales activities coordination and control. vii. HCD program sales & marketing activities monitoring systems.			40		• HCD program tele marketing supervision executed. • HCD marketing promotional materials preparation supervision executed. • HCD merketing campaign support supervision executed. • Direct sales supervision executed. • Sales documentation supervision executed. • Sales activities coordination and control executed.
		i. Conduct HCD program tele marketing supervision. ii. Conduct HCD		56		

		marketing promo-tional materials preparation supervision iii. Conduct HCD merketing campaign support supervision. iv. Conduct direct sales supervision. v. Conduct sales documentation supervision. vi. Conduct HCD program sales activities coordi-nation and control. vii. Implement HCD program sales & marketing ectivities monitoring systems.				• HCD program sales & marketing activities monitoring systems operated.
			Attitude: i. Objective focused in HCD program sales & marketing support supervision. ii. Diplomacy in HCD program sales activity coordina-tion and control. _Safety:_ i. Ensure data safety.			

			ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically powered equipment. iv. Enforce safety & health rules and regulations v. Ensure safe working condition. vi. Promote good safety & health practice at workplace. *Environment:* i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
4. Evaluate HCD Program sales & marketing support supervision.	i. Performance evaluation objectives. ii. Performance standard iii. Performance Indicator iv. Performance evaluation			8	Lecture	• Performance evaluation objectives ascertained. • Performance standard ascertained.

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	techniques. v. Performance gap. vi. Continuous improvement program.					• Performance Indicator ascertained. • Performance evaluation techniques used. • Performance gap ascertained. • Continuous improvement program drafted.
		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 continuous improvement program.		16	Lecture Practical	
			Attitude: i. Meticulous in determining performance evaluation, performance standard,			

			performance Indicator and performance evaluation techniques. ii. Objective focused in analyzing performance. iii. Rationale in identifying performance gap. v. Creative in developing Improve-ment program. *Safety*: i. Ensure confidential document safety. ii. Enforce safety & health rules and regulations iii. Ensure safe working condition. iv. Promote good safety & health practice at workplace. v. Conduct workplace safety inspection.			
5. Prepare HCD program sales & marketing support super-vision report.	i. Completed sales & marketing support job list. ii. Critical incidents iii. Cycle time			8	Lecture	• Completed sales & marketing support job list confirmed.

	achievement. iv. HCD sales & marketing support performance evaluation report. v. Report writing techniques. vi. HCD program sales & marketing support supervisory report structure. vii. HCD program sales & marketing support supervisory report format. viii. HCD program sales & marketing support supervisory report.					• Critical incidents elaborated. • Cycle time achievement ascertained. • HCD sales & marketing support performance evaluation report elaborated. • Report writing techniques used. • HCD program sales & marketing support supervisory report structure ascertained. • HCD program sales & marketing support supervisory report format ascertained. • HCD program sales & marketing support supervisory report drafted.
		i. Check completed sales & marketing support job list. ii. Analyze Critical incidents iii. Evaluate Cycle time achievement. iv. Analyze HCD sales & marketing support performance evaluation report. v. Apply Report writing techniques. vi. Examine HCD program sales & marketing support supervisory report		16	Lecture Practical	

		vii. Examine HCD program sales & marketing support supervisory report format. viii. Prepare HCD program sales & marketing support supervisory report	structure.			
			Attitude: i. Thorough in analyzing sales & marketing support record systems. ii. Examine Comple-ted sales & marketing support job list. iii. Objective focused in Identifying critical incidents iv. Accurate determining cycle time achievement. v. Meticulous in checking HCD sales & marketing support performance vi. Accuracy in deter-mining sales & marketing support work status.			

			Safety: Not Applicable.			

Employability Skills

Core Abilities	Social Skills
01.01 Utilize database applications to locate and process information 01.02 Utilize spreadsheets applications to locate and process information 01.03 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Manage and improve performance of individuals 03.10 Provide consultation and counseling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 03.17 Identify staff training needs and facilitate access to training 04.01 Allocate work 04.02 Negotiate acceptance and support for objectives	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.01 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. Computer Set with words processing & graphic application. 2. LCD Projector or any other projector with white screen 3. Strategic business plan (Sample) 4. Corporate policy (Sample) 5. Safety & Health Rules and regulations (Sample)	1:1 1:25 1:25 1:25 1:25

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CU NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
		SUMMARY OF TRAINING DURATION FOR HUMAN CAPITAL DEVELOPMENT MANAGEMENT L3				
C01	Human Capital Development Supervisory Function	Analyze HCD supervisory functions concepts and requirements	6	12	18	**360**
		Plan HCD supervisory function.	12	24	36	
		Perform HCD supervisory functions.	60	120	180	
		Evaluate HCD supervisory functions performance	30	60	90	
		Prepare HCD supervisory functions report.	12	24	36	
C02	Human capital development data processing supervision	Analyze HCD data processing supervision concepts and requirements.	8	16	24	**208**
		Plan HCD data processing supervision.	6	14	20	
		Perform HCD data processing supervision.	6	14	20	
		Evaluate HCD data processing supervisory performance.	40	92	132	
		Prepare HCD data processing supervisory report.	4	8	12	
C03	Human Capital Development administrative support supervision	Analyze HCD administrative support supervision requirements.	6	16	22	**161**
		Plan HCD administrative support supervision.	8	40	48	
		Perform HCD administrative support supervision	4	40	44	
		Evaluate HCD Administrative support supervision.	4	40	44	
		Prepare HCD administrative support supervisory report.	1	2	3	
C04	Human Capital Development logistics support supervision	Analyze HCD logistics suport supervision requirements.	8	16	24	**208**
		Plan HCD logistics support supervision.	6	14	20	
		Perform logistics support supervision.	6	14	20	
		Evaluate HCD Logistics support supervision.	40	92	132	
		Prepare logistics support supervisory report.	4	8	12	
C05	HUMAN CAPITAL DEVT. FIELD SUPPORT SUPERVISION	Analyze HCD field support supervision concepts and requirements.	6	15	21	**214**
		Plan HCD field support supervision activities	13	30	43	
		Perform HCD field support supervision.	13	30	43	

		Evaluate HCD field support supervision performance.	26	60	86	
		Prepare HCD field support supervision report.	6	15	21	
E01	Human Capital Development marketing & sales support supervision	Analyze HCD program marketing & sales support supervisory concept and requirements.	8	16	24	**224**
		Plan HCD program marketing & sales support supervision..	24	32	56	
		Perform HCD Program sales & marketing support supervision.	40	56	96	
		Evaluate HCD Program marketing & sales support supervision.	8	16	24	
		Prepare HCD program marketing & sales support supervision report.	8	16	24	