



STANDARD KEMAHIRAN PEKERJAAN  
KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILL STANDARD)

HUMAN RESOURCE SUPPORT SERVICES  
LEVEL 3



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

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# STANDARD PRACTICE

## NATIONAL OCCUPATIONAL SKILL STANDARD (NOSS) FOR; HUMAN RESOURCE SUPPORT SERVICES - 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 document only covers competency standard for level 3. This reviewed NOSS shows the structured career path of the support group in the human resource the field of Malaysian industry. It provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately facilitating him or her to embark on a career in this industry.

The rationale for the revision of this NOSS is to attract industry and training sectors towards a flexible, dynamic and responsive skills accreditation systems in a way to support the industrial needs. The NOSS with new format and development process shall be used as a guide to keep current training programs up to date and abreast with the Human Resource Management science and technology.

### 2. OCCUPATIONAL STRUCTURE

This NOSS provides first hand information to employees and employers regarding the Human Resource Support Services 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 and figure 1.2 Occupational Area analysis (OAA) Chart for Human Resource Management – Human Resource Support Services*) is essential so that the sub sector of the industry will have complete standards and guidelines to be used.

**OCCUPATIONAL STRUCTURE CHART**  
**FIELD: Human Resource Management**

LEVEL	OCCUPATION							
8	CEO / Scientist							
7	Human Resource General Manager						Managing Consultant	
6	Human Resource Manager						HR Consultant	
5	EER Manager	Staffing Manager	C&B Manager	HCD Manager	Security Manager	OSH Manager	Associate HR Consultant	HR Consulting Office Manager
4	EER Executive	Staffing Executive	C&B Executive	HCD Executive	Security Superintendent	OSH Officer	HR Data Analysts	Administration & Account Executive
3	Human Resource Supervisor			HCD Supervisor	Security Officer	OSH Supervisor	HR Data Officer	HR Consulting Support Service Officer
2	Human Resource Assistant			HCD Assistant	Security Team Leader	OSH Asst	NA	HR Consulting Front Line Assistant
1	Human Resource Junior Assistant				Security Guard	OSH Junior Asst	NA	NA
	HR FUNCTIONS	Employee-Employer Relations (EER)	Staffing	Compensation & Benefits (C&B)	Human Capital Development (HCD)	Internal Security	Occupational Safety & Health (OSH)	Human Resource Consulting

Figure 1.1 Occupational Framework matrix for Human Resource Management – Human Resource Supervisor Level 3

**OCCUPATIONAL AREA STRUCTURE**  
**FIELD: Human Resource Management**

LEVEL	OCCUPATIONAL AREA							
8	CEO / Scientist							
7	Human Resource General Management						HR Consulting	
6								
5	Employee-employer Relations Management.	Staffing Management	C&B Management	HCD Management	Security Management	OSH Management	HR Consulting	HR Consulting Office Management
4							HR Data Analysis	
3	Human Resource Support Services			HCD Support Services	Security Support Services	OSH Support Services	HR Data Processing	HR consulting Sup. Svcs
2							NA	
1	NA							
	HR FUNCTIONS	Employee-Employer Relations (EER)	Staffing	Compensation & Benefits (C&B)	Human Capital Development (HCD)	Internal Security	Occupational Safety & Health (OSH)	Human Resource Consulting

Figure 1.2 Occupational Area Structure (OAS) Chart for Human Resource Management

### 3. DESCRIPTION OF COMPETENCY LEVEL

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

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

#### **4. MALAYSIAN SKILL CERTIFICATION**

The pre-requisite for Sijil Kemahiran Malaysia (SKM) Human Resource Support Services Level 3 program is SKM Human Resource Support Services Level 2. All candidates are also recommended to undergo on job training to attain knowledge and skills in the Human Resource Support Services 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 (DKM) and Diploma Lanjutan Kemahiran Malaysia (DLKM) respectively.

This NOSS outlines competency units, competency profile and curriculum of competency units in the Human Resource Support Services 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 Resource Support Services Level 3 must be deployed in accordance with JPK policy and in adherence to relevance business policy and legislations.

#### **5. JOB COMPETENCIES**

A human Human Resource Support Services Level 3 is competent in performing:

- Human Resource Management supervisory functions
- Data processing supervision
- Human resource filing systems supervision
- Corporate communication support service supervision
- Training support service supervision.
- Employee welfare support service supervision.
- Employment support service supervision.
- Foreign employment support service supervision.

#### **6. WORKING CONDITIONS**

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

Like other Human Resource Management functions, the human resource activities must uphold the goals and vision of the organisation. This requires the incumbent to have knowledge of the business of the organisation.

As an individual member in the organization, they must continuously support planned change program in the organisation to ensure that the firm is constantly relevant to its business environment. The responsibility is to ensure that the Human Resource Support Services runs smoothly, thus the organization productivity increase to make Human Resource 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 Resource 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 PROSPECTS**

The future of Human Resource Support Services 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 Resource Supervisor. The close interrelation between the Human Resource Support Services function and other Human Resource Management functions makes it easy to shape and develop the incumbent for this position to carry other functions in Human Resource Management field. This enlarges the career scope of Human resource 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 recruitment and training of workers become a priority. And it is also needed during the economic recession where industrial relations issues become the main focus. Human resource functions are required directly to all of these situations and processes.

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



## 8. SOURCES OF ADDITIONAL INFORMATION

### Local

- **Kementerian Sumber Manusia Malaysia**  
Aras 6-9 Blok D3, Kompleks D,  
Pusat Pentadbiran Kerajaan Persekutuan, 62530 Putrajaya
- **Malaysian Institute of Human Resource Management,**  
No. K1&2, Upper Ground Floor, Bangunan Khas, Jln 8/1E,  
Petaling Jaya, Selangor DE.  
[www.mihrm.com.my](http://www.mihrm.com.my)
- **National Industrial Experts and Technologists Council (NIETEC)**  
18, Jalan Desa Satu, Tmn Universiti, Sg.Tangkas,  
43000 Kajang, Selangor DE Malaysia. [www.nietec.com.my](http://www.nietec.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
- **OHRM Consult Sdn Bhd.**  
22-4-1 Diamond Square, Jln 4/50 Off Jln Gombak,  
53000 Kuala Lumpur. [www.ohrm.org](http://www.ohrm.org)

### International

- International Labor Organization  
4 route des Morillons , CH-1211 Genève 22 Switzerland  
Switchboard: +41 (0) 22 799 6111 Fax: +41 (0) 22 798 8685  
Website: <http://www.ilo.org> E-mail: [ilo@ilo.org](mailto:ilo@ilo.org)

## 9. APPROVAL DATE

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

## 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) National Industrial Experts and Technologists Council (NIETEC)  
18, Jln Desa Satu, Tmn Universiti, Sg.Tangkas,  
43000 Kajang, Selangor DE.
- ii) Malaysian Institute of Human Resource Management  
K2, Upper Ground Floor, Bangunan Khas, Jln 8/1E,  
46050 Petaling Jaya, Selangor DE.

- iii) Malaysian Association of Human Resource Consultants  
Lot 301 Block A, Glomac Business Centre,  
10 Jalan SS6/3, Kelana Jaya, 47301 Petaling Jaya,  
Selangor, Malaysia
- iv) OHRM Consult Sdn Bhd.  
22-4-1 Diamond Square, Jln 4/50 Off Jln Gombak,  
53000, Kuala Lumpur.
- v) Atlan Holdings Bhd,  
16<sup>th</sup>.Flr, Menara Atlan, 161B, Jln Ampang, 50450 Kuala Lumpur.

10.2 This Standard was presented in the Council of Malaysian Institute of Human Resource Management special meeting (MIHRM) on 19 November 2012. The MIHRM Council believes that the standard content is in accordance with the industry practice and fulfils the latest practice of human resource management requirement. This standard will be able to support and strengthen the practitioners' professionalism in this field.

10.3 To meet the development process requirement, this standard has been presented to and reviewed by the following members of the Standard Technical Evaluation Committee (STEC) on 11 August 2012 and 5 November 2012 to ensure the suitability and accuracy of its contents:

- i) MR. ARESANDIRAN J.
- ii) DR. HENRY YEOH CHEW HAI
- iii) PN. NOR SALINA BINTI HJ SHAHMAINAN

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

## 11. NOSS DEVELOPMENT COMMITTEE MEMBERS

### HUMAN RESOURCE SUPPORT SERVICES

### LEVEL 3

<b>PANEL</b>		
1.	DR. TM CARLTON @ LOBO LEO	HR Consultant - Prospect Link Training Consultant, Petaling Jaya, Selangor DE.
2.	PN. Hjh. ZAKIAH BINTI ABDULLAH	Director – Human Resource & Administration OHRM Consult Sdn Bhd. Kuala Lumpur.
3.	Mr. YEAK SU OO	Senior Manager - Human Resource Mgt Pantai Medivest Sdn Bhd. Kuala Lumpur
4.	PN. SITI NORHIZAH BINTI MAT ISA	Senior Manager - Human Resource & Admin. PKNS Infra Berhad., Petaling Jaya.
5.	EN.BADROL HISHAM BIN HASHIM	Director DKL RAYA SDN BHD. Kuala Lumpur
6.	EN. SYAMSUL AMRI ABDULLAH	Senior Manager, THP Sinar Sdn Bhd. Kuala Lumpur.
7.	PN. SYAFIRA BINTI SARAPOL	Human Resource Manager Kinetics Systems Malaysia Sdn Bhd. Shah Alam.
8.	EN.SHAMSUL BHRIN BIN ABDULLAH	Director SAF Consult ancy. Kuala Lumpur.
9.	PN. JULIANA BINTI ALIAS	Senior Executive – Human Resource & Admin. System Protection & Maintenance Sdn Bhd.
10.	WAN IMRAN RASHOMON BON WAN MOHD ISA	Human Resource Manager Sheraton Hotel , Kuala Lumpur.
<b>FACILITATOR</b>		
1.	PN. ROSITAH BINTI YAHAYA	Senior Consultant OHRM Consult Sdn Bhd., Kuala Lumpur
<b>CO-FACILITATOR</b>		
1.	EN. FARIS ASYRAF BIN MARZUKI	Director - Legitimate Project Management Sdn Bhd, Kajang, Selangor DE.
2.	CIK NORITA BINTI ADNAN	Manager Brainwork Solutions, B.B.Bangi, Selangor DE.
3.	EN. HAZIQ ASYRAF BIN MARZUKI	Legitimate Project Management Sdn Bhd. Kajang, Selangor DE.

## PROOF READER

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

**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.

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

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

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

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

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

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

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

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

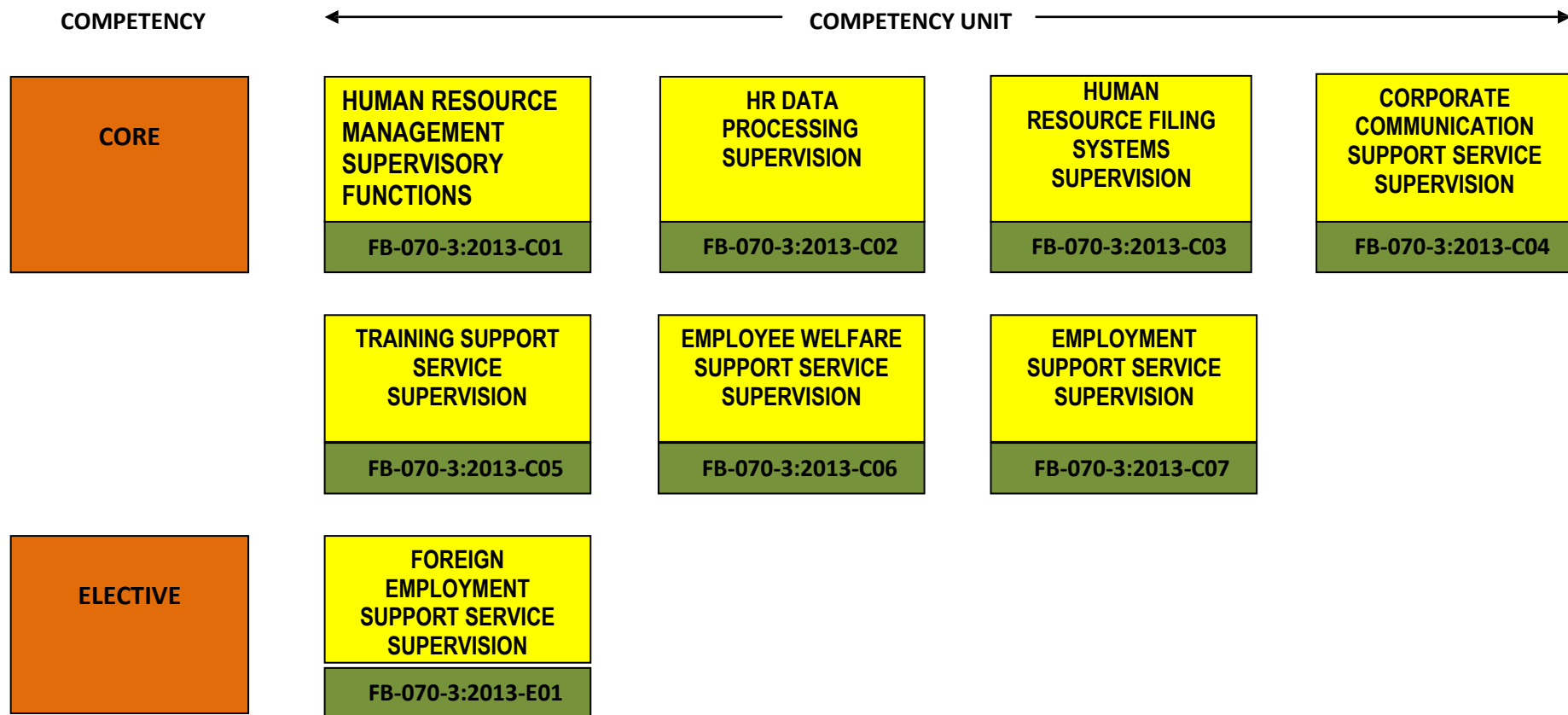
**Standard Costing system:** is a tool for planning budgets, managing and controlling costs, and evaluating cost management performance. At the end of the accounting period, the actual amounts and costs of direct material used and the actual amounts and pay rates of direct labour utilized are compared to the previously set standards. Comparing the actual costs to the standard costs and examining the variances between them allows managers to look for ways to improve cost control, cost management, and operational efficiency.

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

**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)

<b>SECTOR</b>	BUSINESS MANAGEMENT		
<b>SUB-SECTOR</b>	HUMAN RESOURCE MANAGEMENT		
<b>JOB AREA</b>	HUMAN RESOURCE SUPPORT SERVICE		
<b>JOB LEVEL</b>	3	<b>JOB AREA CODE</b>	FB-070-3:2013



## COMPETENCY PROFILE (CP)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES
<b>Level</b>	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Human Resource Management Supervisory Functions	FB-070-3:2013-C01	<p>This competency unit describes the skills, knowledge and attitude requirements in human resource management supervisory functions. The role of human resource supervisor is to plan, organize, lead and control all resources allocated to his/her section in order to achieve sectional and departmental objectives.</p> <p>The person who is competent in Human Resource Management Supervisory Functions will be able to analyze HRM supervisory functions concepts and requirements, plan supervisory function, perform HRM supervisory functions, evaluate HRM</p>	<ol style="list-style-type: none"> <li>Analyze HRM supervisory functions concepts and requirements.</li> <li>Plan HRM supervisory function.</li> </ol>	<ol style="list-style-type: none"> <li>Units Operational Planning concept &amp; process, resources organization concept &amp; application, leadership concept &amp; practice, controlling concept &amp; practice, problem solving &amp; decision making techniques, teambuilding concept &amp; practice, change management concept &amp; practice, coaching techniques, performance evaluation technique and team disciplinary management analyzed.</li> <li>Departmental Goal &amp; objectives examined and departmental strategic operational plan interpreted.</li> <li>Situational analysis conducted, Units objectives</li> </ol>



		<p>supervisory functions performance and prepare HRM supervisory functions report in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>3. Perform HRM supervisory functions.</p> <p>4. Evaluate HRM supervisory functions performance.</p>	<p>determined, Unit's Tactical plan formulated and HRM supervisory functions plan developed.</p> <p>3.1 Resources allocation and leading function conducted.</p> <p>3.2 Operation Control implemented, problem solving &amp; decision making and teambuilding development initiated.</p> <p>3.3 Change management, team disciplinary management, performance evaluation, productivity improvement program and performance improvement program conducted.</p> <p>3.4 Coaching techniques applied and team occupational safety &amp; health regulations enforced.</p> <p>4.1 Performance management objectives, performance standard, and performance Indicator determined.</p> <p>4.2 Performance evaluation techniques applied, performance analyzed, performance gap identified and continuous improvement program developed.</p>
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			5. Prepare HRM supervisory functions report.	<p>5.1 Supervisory functions report format and report structure followed.</p> <p>5.2 Report writing techniques applied.</p> <p>5.3 Subordinates' performance evaluation report analyzed and performance dashboard indexes determined.</p> <p>5.4 Project progress report and subordinates' disciplinary record analyzed.</p> <p>5.5 HRM supervisory function report prepared.</p>
2. Human Resource Data Processing Supervision.	FB-070-3:2013-C02	<p>This competency unit describes the skills, knowledge and attitude requirements in data processing Supervision. The role of data processing supervisor is to plan, organize, lead and control all resources allocated to his/her section in order to achieve sectional and departmental objectives.</p> <p>The person who is competent in HR data processing supervision will be able to, monitor HR documents preparation, monitor employee remuneration</p>	<p>1. Monitor HR documents preparation.</p> <p>2. Monitor employee remuneration data entry.</p>	<p>1.1 HR Documentation concept and requirements analyzed.</p> <p>1.2 HR document preparation standard &amp; procedure examined.</p> <p>1.3 HR document preparation monitoring procedure followed.</p> <p>1.4 HR documents preparation monitoring process evaluated.</p> <p>1.5 HR documents preparation verification recorded.</p> <p>2.1 Employee remuneration concept and requirements analyzed.</p> <p>2.2 Employee remuneration data entry standard &amp; procedure</p>

		<p>data entry, carry out salary statement generation &amp; distribution and monitor data processing activities in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>3. Carry out Salary Statement generation &amp; distribution.</p> <p>4. Monitor data processing activities.</p>	<p>examined.</p> <p>2.3 Employee remuneration data entry monitoring process conducted.</p> <p>2.4 Employee remuneration data entry monitoring process valued.</p> <p>2.5 Employee remuneration data entry verification recorded.</p> <p>3.1 Job instruction and requirements determined.</p> <p>3.2 Salary statement generation &amp; distribution rules and procedure examined.</p> <p>3.3 Salary statement generation &amp; distribution process conducted.</p> <p>3.4 Salary statement generation &amp; distribution process evaluated.</p> <p>3.5 Salary statement generation &amp; distribution recorded.</p> <p>4.1 Data processing concept and requirements analyzed.</p> <p>4.2 Data processing monitoring activities planned.</p> <p>4.3 Data processing activities monitoring procedure followed.</p> <p>4.4 Data processing monitoring activities evaluated.</p> <p>4.5 Data processing monitoring activities recorded.</p>
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<p>3. Human Resource Filing Systems Supervision</p>	<p>FB-070-3:2013-C03</p>	<p>This competency unit describes the skills, knowledge and attitude requirements in human resource filing systems supervision. The role of human resource filing systems supervisor is to plan, organize, lead and control all resources allocated to his her section in order to achieve sectional and departmental objectives. The person who is competent in human resource filing systems supervision will be able to monitor HR filing systems implementation and carry out HR filing systems maintenance inspection in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>1. Monitor HR filing systems implementation.</p> <p>2. Carry out HR filing systems maintenance inspection.</p>	<p>1.1 HR filing systems concept and requirements analyzed. 1.2 HR filing systems implementation monitoring systems examined. 1.3 HR filing systems implementation monitoring procedure followed. 1.4 HR filing systems implementation evaluation checked. 1.5 HR filing systems implementation record checked.</p> <p>2.1 HR filing systems maintenance concept and requirements analyzed. 2.2 HR filing systems maintenance inspection planned. 2.3 HR filing systems maintenance inspection procedure followed. 2.4 HR file maintenance performance report checked. 2.5 HR file maintenance record checked.</p>
<p>4. Corporate Communication Support Service Supervision</p>	<p>FB-070-3:2013-C04</p>	<p>This competency unit describes the skills, knowledge and attitude requirements in corporate</p>	<p>1. Monitor meeting facilities preparation.</p>	<p>1.1 Meeting facilities standard and requirements analyzed. 1.2 Meeting facilities preparation plan checked.</p>

		<p>communication support service supervision. The role of corporate communication support service supervisor is to plan, organize, lead and control all resources allocated to his/her section in order to achieve sectional and departmental objectives. The person who is competent in corporate communication support service supervision will be able to monitor meeting facilities preparation, monitor communication despatch arrangement, monitor internal documents circulation and monitor employee suggestion program implementation in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>2. Monitor Communication despatch arrangement.</p> <p>3. Monitor internal documents circulation.</p> <p>4. Monitor employee suggestion program implementation.</p>	<p>1.3 Meeting facilities preparation activities inspected.  1.4 Meeting facilities preparation evaluation record checked.  1.5 Meeting facilities preparation checked.</p> <p>2.1 Communication despatch service specification and requirements and arrangement process examined.  2.2 Communication despatch arrangement evaluation report checked.  2.3 Communication despatch record checked.</p> <p>3.1 Corporate communication concept analyzed.  3.2 Internal documents circulation systems and procedure examined.  3.3 Internal documents circulation process checked.  3.4 Internal documents circulation evaluation report checked.  3.5 Internal documents circulation record checked.</p> <p>4.1 Employee suggestion program concept and requirements analyzed.  4.2 Employee suggestion program rules and</p>
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				<p>regulations examined.</p> <p>4.3 Employee suggestion program implementation process inspected.</p> <p>4.4 Employee suggestion program implementation evaluation report checked.</p> <p>4.5 Employee suggestion records checked.</p>
5. Training Support Service Supervision	FB-070-3:2013-C05	<p>This competency unit describes the skills, knowledge and attitude requirements in training support service supervision. The role of training support service supervisor is to plan, organize, lead and control all resources allocated to his/her section in order to achieve sectional and departmental objectives.</p> <p>The person who is competent in training support service supervision will be able to monitor training facilities preparation, monitor training facilities preparation, monitor resource centre support service in accordance with organisational requirement.</p> <p>The outcome of this CU is to</p>	<ol style="list-style-type: none"> <li>1. Monitor training facilities preparation.</li>   <li>2. Monitor training materials preparation.</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Training facilities standard and requirements examined.</li> <li>1.2 Training facilities preparation plan checked.</li> <li>1.3 Training facilities preparation activities inspected.</li> <li>1.4 Training facilities preparation evaluation report checked.</li> <li>1.5 Training facilities preparation record checked.</li>   <li>2.1 Training material production standard and requirements analyzed.</li> <li>2.2 Training material production plan checked.</li> <li>2.3 Training material production process inspected.</li> <li>2.4 Training material production evaluation report checked.</li> <li>2.5 Training material production record checked.</li> </ol>

		meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.	3. Monitor resource centre support service.	<p>3.1 Resource centre support service standard and requirements analyzed.</p> <p>3.2 Resource centre support service plan checked.</p> <p>3.3 Resource centre support service activities inspected.</p> <p>3.4 Resource centre support service performance evaluation report checked.</p> <p>3.5 Resource centre support service record checked.</p>
6. Employee Welfare Support Service Supervision	FB-070-3:2013-C06	<p>This competency unit describes the skills, knowledge and attitude requirements in employee welfare support service supervision.</p> <p>The role of employee welfare support service supervisor is to plan, organize, lead and control all resources allocated to his/her section in order to achieve sectional and departmental objectives.</p> <p>The person who is competent in employee welfare support service supervision will be able to monitor employee transport administration support service, monitor employee accommodation</p>	<p>1. Monitor employee transport administration support service.</p> <p>2. Monitor employee accommodation admin support service.</p>	<p>1.1 Employee transport administration support service standard &amp; procedure analyzed.</p> <p>1.2 Employee transport administration support service plan checked.</p> <p>1.3 Employee transport administration support service activities inspected.</p> <p>1.4 Employee transport administration support service performance evaluation checked.</p> <p>1.5 Employee transport administration support service record checked.</p> <p>2.1 Employee accommodation admin support service standard &amp; procedure</p>

		<p>admin support service, monitor employee event support service and monitor employee uniform admin support service in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>3. Monitor employee event support service.</p> <p>4. Monitor employee uniform admin support service.</p>	<p>analyzed.</p> <p>2.2 Employee accommodation admin support service plan checked.</p> <p>2.3 Employee accommodation admin support service activities inspected.</p> <p>2.4 Employee accommodation admin support service evaluation checked.</p> <p>2.5 Employee accommodation admin support service record checked.</p> <p>3.1 Employee event support service standard &amp; procedure analyzed.</p> <p>3.2 Employee event support service plan checked.</p> <p>3.3 Employee event support service activities inspected.</p> <p>3.4 Employee event support service performance evaluation checked.</p> <p>3.5 Employee event support service record checked.</p> <p>4.1 Employee uniform admin policy and procedure analyzed.</p> <p>4.2 Employee uniform admin support service activities plan checked.</p> <p>4.3 Employee uniform admin support service</p>
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				<p>implementation inspected.</p> <p>4.4 Employee uniform admin support service performance evaluation checked.</p> <p>4.5 Employee uniform admin support service record checked.</p>
7. Employment Support Service Supervision	FB-070-3:2013-C07	<p>This competency unit describes the skills, knowledge and attitude requirements in employment support service supervision. The role of employment support service supervisor is to plan, organize, lead and control all resources allocated to his/her section in order to achieve sectional and departmental objectives. The person who is competent in employment support service supervision will be able to monitor open recruitment campaign support service, monitor job posting &amp; Job bidding support service, monitor HR selection support service, monitor induction program support service and monitor employment statutory documentation in</p>	<p>1. Monitor open recruitment campaign support service</p> <p>2. Monitor job posting &amp; Job bidding support service</p>	<p>1.1 Open recruitment campaign standard &amp; procedure analyzed.</p> <p>1.2 Open recruitment campaign support service activities plan checked.</p> <p>1.3 Open recruitment campaign support service activities inspected.</p> <p>1.4 Open recruitment campaign support service performance evaluation checked.</p> <p>1.5 Open recruitment campaign support service record checked.</p> <p>2.1 Job posting &amp; Job bidding support service standard and procedure analyzed.</p> <p>2.2 Job posting &amp; job bidding support service activities plan checked.</p> <p>2.3 Job posting &amp; Job bidding support service activities inspected.</p> <p>2.4 Job posting &amp; Job bidding</p>

		<p>accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>3. Monitor HR selection support service</p> <p>4. Monitor induction program support service</p>	<p>support service performance evaluation checked.</p> <p>2.5 Job posting &amp; Job bidding support service record checked.</p> <p>3.1 HR selection concept and requirements analyzed.</p> <p>3.2 HR selection support service standard &amp; procedure examined.</p> <p>3.3 HR selection support service activities plan checked.</p> <p>3.4 HR selection support service activities inspected.</p> <p>3.5 HR selection support service evaluation checked.</p> <p>3.6 HR selection support service record checked.</p> <p>4.1 Induction program concept and requirements analyzed.</p> <p>4.2 Induction program support service standard &amp; procedure examined.</p> <p>4.3 Induction program support service activities plan checked.</p> <p>4.4 Induction program support service activities checked.</p> <p>4.5 Induction program support service performance evaluation checked.</p> <p>4.6 Induction program support service record checked.</p>
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			5. Monitor employment statutory documentation.	<p>5.1 Employment statutory documentation requirements examined.</p> <p>5.2 Employment statutory documentation standard &amp; procedure examined.</p> <p>5.3 Employment statutory documentation verification conducted.</p> <p>5.4 Employment statutory documentation performance evaluation checked.</p> <p>5.5 Employment statutory documentation record checked.</p>
8. Foreign Employment Support Service Supervision.	FB-070-3:2013-E01	<p>This competency unit describes the skills, knowledge and attitude requirements in foreign employment support service supervision. The role of foreign employment support service supervisor is to plan, organize, lead and control all resources allocated to his/her section_in order to achieve sectional and departmental objectives.</p> <p>The person who is competent in foreign employment support service supervision will be able to monitor</p>	1. Monitor foreign employee employment application support service.	<p>1.1 Foreign employee employment application rules, regulations and procedures examined.</p> <p>1.2 Foreign employee employment application support service activities plan checked.</p> <p>1.3 Foreign employee employment application support service activities inspected.</p> <p>1.4 Foreign employee employment application documents verified.</p> <p>1.5 Foreign employee employment application</p>

		<p>foreign employee employment application support service, monitor employment pass application support service, monitor work permit application support service and monitor employment pass &amp; work permit cancellation support service in accordance with organisational requirement.</p> <p>The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.</p>	<p>2. Monitor employment pass application support service.</p> <p>3. Monitor work permit application support service.</p>	<p>support service performance evaluation checked.</p> <p>1.6 Foreign employee employment application support service record checked.</p> <p>2.1 Employment pass application rules, regulations and procedures examined.</p> <p>2.2 Employment pass application support service activities plan checked.</p> <p>2.3 Employment pass application activities inspected.</p> <p>2.4 Employment pass application support service performance evaluation checked.</p> <p>2.5 Employment pass application support service record checked.</p> <p>3.1 Work permit application rules, regulations and procedures examined.</p> <p>3.2 Work permit application support service activities plan checked.</p> <p>3.3 Work permit application support service activities inspected..</p> <p>3.4 Work permit application support service performance evaluation checked.</p> <p>3.5 Work permit application</p>
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			<p>4. Monitor employment pass &amp; work permit cancellation support service</p>	<p>support service record checked.</p> <p>4.1 Employment pass &amp; work permit cancellation rules, regulations &amp; procedures examined.</p> <p>4.2 Employment pass &amp; work permit cancellation support service activities plan checked.</p> <p>4.3 Employment pass &amp; work permit cancellation support service activities inspected.</p> <p>4.4 Employment pass &amp; work permit cancellation documents verified.</p> <p>4.5 Employment pass &amp; work permit cancellation support service performance evaluation checked.</p> <p>4.6 Employment pass &amp; work permit cancellation support service record checked.</p>
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	HUMAN RESOURCE MANAGEMENT SUPERVISORY FUNCTIONS						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to provide human resource management supervisory functions in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Analyze HRM supervisory functions concept and requirements.</li> <li>• Plan HRM supervisory functions.</li> <li>• Perform HRM supervisory functions.</li> <li>• Evaluate HRM supervisory functions performance.</li> <li>• Prepare HRM supervisory functions report.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C01</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>250 hrs</b>	<b>Credit Hours</b>	<b>25</b>
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>		<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Analyze HRM supervisory functions concept and requirements.	i. Units Operational Planning concept & processes. ii. Resources organization concept & application. iii. Leadership concept & practice. iv. Controlling concept &					Lecture	<ul style="list-style-type: none"> <li>• Units Operational Planning concept &amp; process interpreted.</li> <li>• Resources organization</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	practice. v. Problem solving & decision making techniques vi. Teambuilding concept & practice. vii. Change management. viii. Coaching techniques. ix. Performance evaluation x. Team Disciplinary management xi. Team safety & health					n concept & application elaborated. <ul style="list-style-type: none"> <li>• Leadership concept &amp; practice elaborated.</li> <li>• Controlling concept &amp; practice elaborated.</li> <li>• Problem solving &amp; decision making techniques elaborated.</li> </ul>
		i. Analyze units Operational Planning concept & processes. ii. Analyze resources organization concept & application. iii. Analyze leadership concept & practice. iv. Analyze Controlling concept & practice. v. Analyze Problem solving & decision making techniques. vi. Analyze teambuilding			Practical	<ul style="list-style-type: none"> <li>• Teambuilding concept &amp; practice elaborated.</li> <li>• Change management elaborated.</li> <li>• Coaching techniques elaborated.</li> <li>• Performance evaluation</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		concept & practice. vii. Analyze Change management concept & practice. viii. Analyze coaching techniques. ix. Analyze Performance evaluation techniques. x. Analyze team Disciplinary management				techniques elaborated. <ul style="list-style-type: none"> <li>• Team Disciplinary management elaborated.</li> <li>• Team safety &amp; health management elaborated.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing units operational planning concept & processes. ii. Thorough in analyzing resources organization concept & application. iii. Detail in analyzing leadership concept & practice. iv. Detail in analyzing controlling concept & practice. v. Detail in analyzing problem solving & decision making techniques.			



Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> <li>vi. Thorough in analyzing teambuilding concept &amp; practice.</li> <li>vii. Thorough in analyzing change management concept &amp; practice.</li> <li>viii. Detail in analyzing coaching techniques.</li> <li>ix. Detail in analyzing Performance evaluation techniques.</li> <li>x. Detail in analyzing team disciplinary management</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul>			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
2. Plan HRM supervisory functions.	i. Departmental Goal & objectives. ii. Departmental strategic operational plan. iii. Situational analysis iv. Units objectives. v. Unit's Tactical plan vi. HRM supervisory functions plan.				Lecture	<ul style="list-style-type: none"> <li>• Departmental Goal &amp; objectives ascertained.</li> <li>• Departmental strategic operational plan interpreted.</li> <li>• Situational analysis interpreted.</li> </ul>
		i. Examine Departmental Goal & objectives. ii. Analyze departmental strategic operational plan. iii. Conduct situational analysis iv. Determine Units objectives. v. Formulate Unit's			Practical.	<ul style="list-style-type: none"> <li>• Units objectives ascertained.</li> <li>• Unit's Tactical plan outlined.</li> <li>• HRM supervisory functions</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		Tactical plan vi. Develop HRM supervisory functions plan.				plan drafted.
			<u>Attitude:</u> i. Precise in examining departmental Goal & objectives. ii. Objective focused in analyzing departmental 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 HRM supervisory functions plan.			
3. Perform HRM supervisory functions.	i. Resources allocation ii. Leading function iii. Operation Control iv. Problem solving & decision making process.				Lecture	<ul style="list-style-type: none"> <li>Resources allocation executed.</li> <li>Leading</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Teambuilding development vi. Change management. vii. Coaching techniques. viii. Performance evaluation ix. Team Disciplinary management x. Team occupational safety & health affairs xi. Productivity improvement program. xii. Performance improvement program					function executed. <ul style="list-style-type: none"> <li>• Operation Control executed.</li> <li>• Problem solving &amp; decision making process executed.</li> <li>• Teambuilding development executed.</li> </ul>
		i. Conduct resources allocation ii. Conduct Leading function iii. Implement Operation Control iv. Initiate problem solving & decision making process v. Initiate teambuilding development vi. Conduct change management vii. Apply coaching techniques viii. Conduct performance evaluation			Practical.	<ul style="list-style-type: none"> <li>• Change management executed.</li> <li>• Coaching techniques used.</li> <li>• Performance evaluation executed.</li> <li>• Team Disciplinary management executed.</li> <li>• Team safety occupational safety &amp;</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ix. Conduct team disciplinary management xiii. Enforce team occupational safety & health regulations. x. Conduct productivity improvement program. xi. Conduct performance improvement program				health regulations obeyed. • Productivity improvement program executed. • Performance improvement program executed.
			<u>Attitude:</u> i. Responsible in conducting resources allocation ii. Creative in conducting leading function iii. Thorough in implementing Operation Control iv. Creative in initiating problem solving & decision making and teambuilding development v. Participative in conducting change management			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> <li>vi. Creative in applying coaching techniques</li> <li>vii. Objective focused in performance evaluation</li> <li>viii. Objective focused in conducting team disciplinary management</li> <li>xiv. Firm in enforcing team occupational safety &amp; health regulations.</li> <li>ix. Objective focused in conducting supervisory management program</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp;</li> </ul>			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>health practice at workplace.</p> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> <li>iv. Practice recycle policy.</li> </ul>			
4.Evaluate HRM supervisory functions performance	<ul style="list-style-type: none"> <li>i. Performance management objectives</li> <li>ii. Performance standard</li> <li>iii. Performance Indicator</li> <li>iv. Performance evaluation techniques.</li> <li>v. Performance gap</li> <li>vi. Continuous Improvement program</li> </ul>				Lecture	<ul style="list-style-type: none"> <li>• Performance evaluation objectives ascertained</li> <li>• Performance standard ascertained.</li> <li>• Performance indicator ascertained.</li> </ul>
		<ul style="list-style-type: none"> <li>i. Determine performance management objectives</li> <li>ii. Determine performance standard</li> <li>iii. Determine performance Indicator</li> <li>iv. Apply performance evaluation</li> </ul>			Practical.	<ul style="list-style-type: none"> <li>• Performance evaluation techniques applied.</li> <li>• Performance gap ascertained</li> <li>• Continuous Improvement</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		techniques v. Evaluate performance vi. Identify performance gap vii. Develop continuous improvement program.				program drafted.
			<u>Attitude:</u> 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 evaluating performance. vi. Rationale in identifying performance gap.			



Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>vii. Creative in developing Improvement program.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> <li>iv. Practice recycle policy</li> </ul>			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
5.Prepare HRM supervisory functions report.	i. Supervisory functions report format. ii. Supervisory function report contents. iii. Report writing techniques. iv. Subordinate's performance evaluation report. v. Performance dashboard indexes. vi. Project progress report. vii. Subordinates' disciplinary report. viii. HRM supervisory function report.				Lecture	<ul style="list-style-type: none"> <li>Supervisory functions report format used.</li> <li>Supervisory function report structure used.</li> <li>Report writing techniques used.</li> <li>Subordinate's performance evaluation report interpreted.</li> </ul>
		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.			Practical.	<ul style="list-style-type: none"> <li>Performance dashboard indexes ascertained.</li> <li>Project progress report interpreted.</li> <li>Subordinates' disciplinary record interpreted.</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>vi. Analyze project progress report.</li> <li>vii. Analyze subordinates' disciplinary record.</li> <li>viii. Prepare HRM supervisory function report.</li> </ul>				<ul style="list-style-type: none"> <li>• HRM supervisory function report drafted.</li> </ul>
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Thorough in examining supervisory functions report format and report structure.</li> <li>ii. Creative in applying report writing techniques.</li> <li>iii. Meticulous in analyzing subordinate's performance evaluation report.</li> <li>iv. Accurate in determine performance dashboard indexes.</li> <li>v. Thorough in overviewing project progress report and subordinates' disciplinary record.</li> <li>vi. Thorough in</li> </ul>			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>preparing HRM supervisory function report.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> <li>iv. Practice recycle policy</li> </ul>			

## Employability Skills

Core Abilities	Social Skills
<p>01.01 Utilize database applications to locate and process information</p> <p>01.02 Utilize spreadsheets applications to locate and process information</p> <p>01.03 Utilize business graphic application to process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.13 Develop and maintain team harmony and resolve conflicts</p> <p>03.14 Facilitate and coordinate teams and ideas</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client/customer needs</p> <p>03.17 Identify staff training needs and facilitate access to training</p> <p>04.01 Allocate work</p> <p>04.02 Negotiate acceptance and support for objectives and strategies</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress</p> <p>06.01 Develop and maintain networks</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol>

## Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
<ol style="list-style-type: none"> <li>1. Computer Set with words processing &amp; graphic application.</li> <li>2. LCD Projector or any other projector with white screen</li> <li>3. Strategic business plan (Sample)</li> <li>4. Corporate policy (Sample)</li> <li>5. Safety &amp; Health Rules and regulations (Sample)</li> </ol>	<ol style="list-style-type: none"> <li>1:25</li> <li>1:25</li> <li>1:25</li> <li>1:25</li> <li>1:25</li> </ol>
<b>REFERENCES</b>	
<ol style="list-style-type: none"> <li>1. PW Betts, Longman 7th.Ed. 1999, Supervisory Management (Management and Communication Skills), ISBN 978-058241877</li> <li>2. Ethan F Becker &amp; Jon Wortmann, McGraw-Hill; 1<sup>st</sup>.Ed. 2009, Mastering Communication at Work: How to Lead, Manage, and Influence , ISBN: 13: 978-0071625029</li> <li>3. Marianne Schneider Corey, Gerald Corey, Cindy C. Corey, Cengage Learning, 2010, Groups: Process and Practice, ISBN: 9780495600763</li> <li>4. Michael Netzley &amp; Graig Snow, Prentice Hall 1st. Ed. 2001, Guide to Report Writing ISBN 978-0130417718</li> <li>5. John W. Toomey, Kluwer Acad. Publ., 2000, Inventory Management: Principles, Concepts and Techniques, ISBN: 9780792383246</li> <li>6. Margaret Anne Reid &amp; Harry Barrington, Institute of Personnel and Development, 5th.Ed. 1997, Training Interventions, Managing Employee Development, ISBN 0 85292 660 X.</li> <li>7. Lawrence S Kleiman, McGraw-Hill, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7</li> <li>8. Stephen P Robbins &amp; Timothy A Judge, Pearson 15 Ed. 2011, Organizational Behavior, ISBN 0-13-800040-9.</li> <li>9. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9</li> <li>10. Joseph D Levesque, Prentice Hall1996, Complete manual for Recruiting, Hiring &amp; retaining Quality Employees, ISBN: 0-13-573445-2</li> <li>11. Raymond A. Noe, McGraw-Hill/Irwin, 2002, Employee training and development, ISBN: 9780072436617</li> <li>12. Patricia Pulliam Phillips &amp; Jack J.Phillips and Lisa Ann Edwards, ASTD Press 2012, Measuring The Success of Coaching – A step-by-step Guide For Measuring Impact and Calculating ROI. ISBN: 978-1-56286-823-9</li> <li>13. R Wayne Mondy &amp; Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820</li> <li>14. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063</li> <li>15. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9</li> <li>16. Jac Fitz-enz, McGraw-Hill, 2<sup>nd</sup>.Ed. 1995, How to Measure Human Resources Management, ISBN: 0-07-021259-7 New York</li> </ol>	

## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	HUMAN RESOURCE DATA PROCESSING SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide human resource data processing activities supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor HR documents preparation.</li> <li>• Monitor employee remuneration data entry.</li> <li>• Carry out Salary Statement generation &amp; distribution.</li> <li>• Monitor data processing activities.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C02</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>150 hours</b>	<b>Credit Hours</b>	<b>15</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor HR documents preparation	i. HR Documentation concept and requirements. ii. HR document preparation standard & procedure. iii. HR document preparation monitoring procedure. iv. HR documents preparation monitoring				Lecture	<ul style="list-style-type: none"> <li>• HR Documentat ion concept and requirement s interpreted.</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	process evaluation v. HR documents preparation verification record.					<ul style="list-style-type: none"> <li>• HR document preparation standard &amp; procedure elaborated.</li> <li>• HR document preparation monitoring procedure followed.</li> <li>• HR documents preparation monitoring process graded.</li> <li>• HR documents preparation verification recorded.</li> </ul>
		i. Analyze HR Documentation concept and requirements. ii. Examine HR document preparation standard & procedure. iii. Follow HR document preparation monitoring procedure. iv. Evaluate HR documents preparation monitoring process. v. Record HR documents preparation verification.			Practical	
			<u>Attitude:</u> i. Thorough in analyzing HR Documentation concept and requirements. ii. Thorough in examining HR document preparation standard &			



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>procedure.</p> <p>iii. Faithful in follow HR document preparation monitoring procedure.</p> <p>iv. Factual in evaluating HR documents preparation monitoring process.</p> <p>v. Accurate in recording HR documents preparation verification.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
2. Monitor employee remuneration data entry	i. Employee remuneration concept and requirements. ii. Employee remuneration data entry standard & procedure. iii. employee remuneration data entry monitoring process. iv. Employee remuneration data entry monitoring evaluation v. Employee remuneration data entry verification record				Lecture	<ul style="list-style-type: none"> <li>• Employee remuneration concept and requirements interpreted..</li> <li>• Employee remuneration data entry standard &amp; procedure elaborated.</li> </ul>
		i. Analyze employee remuneration concept and requirements. ii. Examine employee remuneration data entry standard & procedure. iii. Conduct employee remuneration data entry monitoring			Practical	<ul style="list-style-type: none"> <li>• Employee remuneration data entry monitoring process executed..</li> <li>• Employee remuneration</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		process. iv. Evaluate employee remuneration data entry monitoring process. v. Record employee remuneration data entry verification.				n data entry monitoring process graded. • Employee remuneration data entry verification recorded.
			<u>Attitude:</u> i. Diligent in analyzing employee remuneration concept and requirements. ii. Thorough in examining employee remuneration data entry standard & procedure. ii. Meticulous in conducting employee remuneration data entry monitoring process. v. Factual in evaluating employee remuneration data entry monitoring process. v. Accurate in recording employee remuneration data entry verification.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>v. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> <li>iv. Practice recycle policy.</li> </ul>			
3. Carry out Salary Statement generation & distribution	<ul style="list-style-type: none"> <li>i. Job instruction and requirements</li> <li>ii. Salary statement generation &amp; distribution rules and procedure.</li> <li>iii. Salary statement generation &amp; distribution</li> </ul>				Lecture	<ul style="list-style-type: none"> <li>• Job instruction and requirements ascertained.</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	process iv. Salary statement generation & distribution process evaluation. v. Salary statement generation & distribution record systems.					<ul style="list-style-type: none"> <li>• Salary statement generation &amp; distribution rules and procedure elaborated.</li> </ul>
		i. Determine job instruction and requirements ii. Examine salary statement generation & distribution rules and procedure. iii. Conduct salary statement generation & distribution process iv. Evaluate salary statement generation & distribution process. v. Salary statement generation & distribution record systems.			Practical	<ul style="list-style-type: none"> <li>• Salary statement generation &amp; distribution process executed.</li> <li>• Salary statement generation &amp; distribution process graded.</li> <li>• Salary statement generation &amp; distribution</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Meticulous in determining job instruction and requirements</li> <li>ii. Thorough in examining salary statement generation &amp; distribution rules and procedure.</li> <li>iii. Precise in conducting salary statement generation &amp; distribution process</li> <li>iv. Factual in evaluating salary statement generation &amp; distribution process.</li> <li>v. Accurate in recording salary statement generation &amp; distribution .</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> </ul>			recorded.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			v. Ensure safe working condition. vi. Promote good safety & health practice at workplace.  <u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office. iv. Practice recycle policy.			
4. Monitor data processing activities	i. Data processing concept and requirements. ii. Data processing monitoring activities plan iii. Data processing activities monitoring procedure iv. Data processing monitoring activities evaluation v. Data processing activities monitoring record systems.				Lecture	<ul style="list-style-type: none"> <li>• Data processing concept and requirements interpreted.</li> <li>• Data processing monitoring activities plan drafted.</li> <li>• Data</li> </ul>
		i. Analyze data processing concept and requirements.			Practical	<ul style="list-style-type: none"> <li>• Data</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ii. Plan data processing monitoring activities iii. Follow data processing activities monitoring procedure iv. Evaluate data processing monitoring activities. v. Record data processing monitoring activities .				processing activities monitoring procedure complied. <ul style="list-style-type: none"> <li>• Data processing monitoring activities graded.</li> <li>• Data processing monitoring activities recorded.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing data processing concept and requirements. ii. Objective focused in planning data processing monitoring activities iii. Faithful in following data processing activities monitoring procedure iv. Factual in evaluating data processing monitoring activities. v. Accurate in recording			



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>data processing monitoring activities</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> <li>iv. Practice recycle policy.</li> </ul>			

## Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liaise to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol>

## Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
<ol style="list-style-type: none"> <li>1. LCD Projector or other type of projector with white screen.</li> <li>2. Computer Set with words processing &amp; Graphic software.</li> <li>3. Sample of raw data and draft of documents.</li> </ol>	<ol style="list-style-type: none"> <li>1:25</li> <li>1:1</li> <li>1:25</li> </ol>
<b>REFERENCES</b>	
<ol style="list-style-type: none"> <li>1. Margaret Rees-Boughton, Heinemann 1<sup>st</sup>.Ed. 1993, "RSA Typing and Word Processing Student's Book", ISBN 978-0435452100</li> <li>2. Sheryl Lindsell- Roberts, Boston : Houghton Mifflin,1995, Mastering Computer Typing: A Painless Course for Beginners and Professionals, ISBN: 9780395714065</li> <li>3. Dan Gookin, For Dummies, 1<sup>st</sup>.Ed. 2010, Word 2010 For Dummies ISBN 978-0470487723</li> <li>4. Ronald Brealey, Financial Time, Prentice Hall 1980 "Clerical Duties Activity Course: Workbk", ISBN 978-0582411975</li> <li>5. Online Conferences Ltd, Online Conferences, 1978, "Advanced data entry techniques" ISBN: 9780903796347</li> <li>6. Joseph D Levesque, Prentice Hall1996, Complete manual for Recruiting, Hiring &amp; retaining Quality Employees, ISBN: 0-13-573445-2</li> <li>7. H. John Bernardin, McGraw-Hill/Irwin 3<sup>rd</sup>.Ed. 2002, Human Resource Management: An Experiential Approach", ISBN: 0072432357 ISBN: 978-0072432350</li> <li>8. R Wayne Mondy &amp; Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820</li> <li>9. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063</li> <li>10. Dave Ulrich, Harvard Business School Press, 1997, Human Resource Champions, ISBN: 0-87584-719-6</li> </ol>	

## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	HUMAN RESOURCE FILING SYSTEMS SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide human resource filing systems supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor HR filing systems implementation.</li> <li>• Carry out HR filing systems maintenance inspection.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C03</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>100 hours</b>	<b>Credit Hours</b>	<b>10</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor HR filing systems implementation	i. HR filing systems concept and requirements. ii. HR filing systems implementation monitoring systems iii. HR filing systems implementation monitoring procedure. iv. HR filing systems implementation evaluation. v. HR filing systems				Lecture	<ul style="list-style-type: none"> <li>• HR filing systems concept and requirements interpreted.</li> <li>• HR filing systems implementation</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	implementation record.					ion monitoring systems elaborated.
		i. Analyze HR filing systems concept and requirements. ii. Examine HR filing systems implementation monitoring systems iii. Follow HR filing systems implementation monitoring procedure. iv. Check HR filing systems implementation evaluation. v. Check HR filing systems implementation record.			Practical	<ul style="list-style-type: none"> <li>• HR filing systems implementation monitoring procedure complied.</li> <li>• HR filing systems implementation evaluation accepted.</li> <li>• HR filing systems implementation record confirmed.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing HR filing systems concept and requirements. ii. Thorough in examining HR filing systems implementation monitoring systems			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> <li>iii. Faithful in following HR filing systems implementation monitoring procedure.</li> <li>iv. Detail in checking HR filing systems implementation evaluation.</li> <li>v. Detail in checking HR filing systems implementation record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			wastage. iii. Practice paperless office.			
2. Carry out HR filing systems maintenance inspection	i. HR filing systems maintenance concept and requirements. ii. HR filing systems maintenance inspection plan. iii. HR filing systems maintenance inspection procedure. iv. HR file maintenance performance report v. HR file maintenance record.				Lecture	<ul style="list-style-type: none"> <li>• HR filing systems maintenance concept and requirements interpreted.</li> <li>• HR filing systems maintenance inspection plan drafted.</li> </ul>
		i. Analyze HR filing systems maintenance concept and requirements. ii. Plan HR filing systems maintenance inspection. iii. Follow HR filing systems maintenance inspection procedure. iv. Check HR file maintenance performance report v. Check HR file			Practical	<ul style="list-style-type: none"> <li>• HR filing systems maintenance inspection procedure complied.</li> <li>• HR file maintenance performance report</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		maintenance record.				accepted.
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Analytical in analyzing HR filing systems maintenance concept and requirements.</li> <li>ii. Objective focused in planning HR filing systems maintenance inspection.</li> <li>iii. Faithful in following HR filing systems maintenance inspection procedure.</li> <li>iv. Detail in check HR file maintenance performance report</li> <li>v. Detail in checking HR file maintenance record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and</li> </ul>			<ul style="list-style-type: none"> <li>• HR file maintenance record confirmed..</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			regulations v. Ensure safe working condition. vi. Promote good safety & health practice at workplace.  <u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.			

### Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application to process information. 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity. 02.09 Prepare flow charts 02.10 Prepare reports and instructions	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

<p>02.11 Convey information and ideas to people.  03.09 Manage and improve performance of individuals.  03.10 Provide consultation and counselling  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 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  03.17 Identify staff training needs and facilitate access to training.  04.06 Allocate work  04.07 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.  06.07 Develop and maintain networks</p>	
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### Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
<ol style="list-style-type: none"> <li>1. LCD Projector or other type of projector with white screen.</li> <li>2. Computer Set with words processing &amp; Graphic software.</li> <li>3. Sample of filing record and filing systems standard and procedure.</li> </ol>	<p>1:25  1:1  1:25</p>

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4. Online Conferences Ltd, Online Conferences, 1978, "Advanced data entry techniques" ISBN: 9780903796347
5. R Wayne Mondy & Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	CORPORATE COMMUNICATION SUPPORT SERVICE SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide corporate communication support service supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor meeting facilities preparation.</li> <li>• Monitor Communication despatch arrangement.</li> <li>• Monitor internal documents circulation.</li> <li>• Monitor employee suggestion program implementation.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C04</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>100 hours</b>	<b>Credit Hours</b>	<b>10</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor meeting facilities preparation	i. Meeting facilities standard and requirements. ii. Meeting facilities preparation plan iii. Meeting facilities preparation activities. iv. Meeting facilities preparation evaluation v. Meeting facilities				Lecture	<ul style="list-style-type: none"> <li>• Meeting facilities standard and requirements interpreted.</li> <li>• Meeting</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	preparation record.					facilities preparation plan accepted.
		<ul style="list-style-type: none"> <li>i. Analyze meeting facilities standard and requirements.</li> <li>ii. Check meeting facilities preparation plan</li> <li>iii. Inspect meeting facilities preparation activities.</li> <li>iv. Check meeting facilities preparation evaluation record.</li> <li>v. Check meeting facilities preparation record.</li> </ul>			Practical	<ul style="list-style-type: none"> <li>• Meeting facilities preparation activities accepted.</li> <li>• Meeting facilities preparation evaluation record accepted.</li> <li>• Meeting facilities preparation accepted.</li> </ul>
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Analytical in analyzing meeting facilities standard and requirements.</li> <li>ii. Objective focused in checking meeting facilities preparation plan</li> <li>iii. Thorough in inspecting meeting facilities preparation activities.</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> <li>iv. Detail in checking meeting facilities preparation evaluation record.</li> <li>v. Accurate in checking meeting facilities preparation record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Monitor Communication despatch arrangement	i. Communication despatch service specification and requirements. ii. Communication despatch arrangement process. iii. Communication despatch arrangement evaluation report. iv. Communication despatch record				Lecture	<ul style="list-style-type: none"> <li>• Communication despatch service specification and requirements and arrangement process interpreted.</li> </ul>
		i. Examine communication despatch service specification and requirements. ii. Examine communication despatch arrangement process. iii. Check communication despatch arrangement evaluation report. iv. Check communication despatch record			Practical	<ul style="list-style-type: none"> <li>• Communication despatch arrangement evaluation report endorsed.</li> <li>• Communication despatch record confirmed.</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Thorough in examining communication despatch service specification and requirements.</li> <li>ii. Thorough in examining communication despatch arrangement process.</li> <li>iii. Detail in checking communication despatch arrangement evaluation report.</li> <li>iv. Accurate in checking communication despatch record</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp;</li> </ul>			



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p>			
3. Monitor internal documents circulation	<p>i. Corporate communication concept</p> <p>ii. Internal documents circulation systems and procedure.</p> <p>iii. Internal documents circulation process</p> <p>iv. Internal documents circulation evaluation</p> <p>v. Internal documents circulation record.</p>				Lecture	<ul style="list-style-type: none"> <li>• Corporate communication concept interpreted.</li> <li>• Internal documents circulation systems and procedure interpreted.</li> </ul>
		<p>i. Analyze corporate communication concept</p> <p>ii. Examine internal documents circulation systems and procedure.</p> <p>iii. Check internal documents</p>			Practical	<ul style="list-style-type: none"> <li>• Internal documents circulation process accepted..</li> <li>• Internal</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		circulation process iv. Check internal documents circulation evaluation report. v. Check internal documents circulation record.				documents circulation evaluation report accepted. • Internal documents circulation record confirmed.
			<u>Attitude:</u> i. Analytical in analyzing corporate communication concept ii. Thorough in examining internal documents circulation systems and procedure. iii. Detail in checking internal documents circulation process iv. Detail in checking internal documents circulation evaluation report. v. Detail in checking internal documents circulation record.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul>			
4. Monitor employee suggestion program implementation.	<ul style="list-style-type: none"> <li>i. Employee suggestion program concept and requirements.</li> <li>ii. Employee suggestion program rules and regulations.</li> <li>iii. Employee suggestion</li> </ul>				Lecture	<ul style="list-style-type: none"> <li>• Employee suggestion program concept and requirements</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>program implementation process.</p> <p>iv. Employee suggestion program implementation evaluation report.</p> <p>v. Employee suggestion records.</p>					<p>interpreted.</p> <ul style="list-style-type: none"> <li>• Employee suggestion program rules and regulations interpreted.</li> </ul>
		<p>i. Analyze employee suggestion program concept and requirements.</p> <p>ii. Examine employee suggestion program rules and regulations.</p> <p>iii. Inspect employee suggestion program implementation process.</p> <p>iv. Check employee suggestion program implementation evaluation report.</p> <p>v. Check employee suggestion records.</p>			Practical	<ul style="list-style-type: none"> <li>• Employee suggestion program implementation process accepted.</li> <li>• Employee suggestion program implementation evaluation report accepted.</li> <li>• Employee suggestion records confirmed.</li> </ul>
			<p><u>Attitude:</u></p> <p>i. Analytical in analyzing employee suggestion program concept and requirements.</p> <p>ii. Thorough in examining</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>employee suggestion program rules and regulations.</p> <p>iii. Detail in inspecting employee suggestion program implementation process.</p> <p>iv. Thorough in checking employee suggestion program implementation evaluation report.</p> <p>v. Accurate in checking employee suggestion records.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.			

### Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application to process information. 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity. 02.09 Prepare flow charts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultation and counselling 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 Liase to achieve identified outcomes.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

03.16 Identify and assess client/customer needs. 03.17 Identify staff training needs and facilitate access to training. 04.06 Allocate work 04.07 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. 06.07 Develop and maintain networks	
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**Tools, Equipment and Materials (TEM)**

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

**REFERENCES**

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2. Domenico Salvati, Dissertation.de, 2008, Management of Information System Risks, ISBN: 9783866244504
3. Ethan F Becker & Jon Wortmann, McGraw-Hill; 1<sup>st</sup>.Ed. 2009, Mastering Communication at Work: How to Lead, Manage, and Influence , ISBN: 13: 978-0071625029
4. Margaret Rees-Boughton, Heinemann 1<sup>st</sup>.Ed. 1993, "RSA Typing and Word Processing Student's Book", ISBN 978-0435452100
5. H. John Bernardin, McGraw-Hill/Irwin 3<sup>rd</sup>.Ed. 2002, Human Resource Management: An Experiential Approach", ISBN: 0072432357 ISBN: 978-0072432350
6. R Wayne Mondy & Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820
7. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063
8. Lawrence S Kleiman, McGraw-Hill, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7
9. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9

## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	TRAINING SUPPORT SERVICE SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide training support service supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor training facilities preparation</li> <li>• Monitor training facilities preparation</li> <li>• Monitor resource centre support service</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C05</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>100 hours</b>	<b>Credit Hours</b>	<b>10</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor training facilities preparation	i. Training facilities standard and requirements. ii. Training facilities preparation plan. iii. Training facilities preparation activities. iv. Training facilities preparation evaluation report. v. Training facilities preparation record.				Lecture	<ul style="list-style-type: none"> <li>• Training facilities standard and requirements examined.</li> <li>• Training facilities preparation plan</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Examine training facilities standard and requirements. ii. Check training facilities preparation plan. iii. Inspect training facilities preparation activities. iv. Check training facilities preparation evaluation report. v. Check training facilities preparation record.			Practical	accepted. <ul style="list-style-type: none"> <li>• Training facilities preparation activities accepted.</li> <li>• Training facilities preparation evaluation report accepted.</li> <li>• Training facilities preparation record confirmed.</li> </ul>
			<u>Attitude:</u> i. Thorough in examining training facilities standard and requirements. ii. Detail in checking training facilities preparation plan. iii. Thorough in inspecting training facilities preparation activities. iv. Accurate in checking training facilities			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>preparation evaluation report.</p> <p>v. Accurate in checking training facilities preparation record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Monitor training materials preparation	i. Training material production standard and requirements. ii. Training material production plan iii. Training material production process iv. Training material production evaluation report. v. Training material production record.				Lecture	<ul style="list-style-type: none"> <li>• Training material production standard and requirements interpreted.</li> <li>• Training material production plan accepted.</li> </ul>
		i. Analyze training material production standard and requirements. ii. Check training material production plan iii. Inspect training material production process iv. Check training material production evaluation report. v. Check training material production record.			Practical	<ul style="list-style-type: none"> <li>• Training material production process accepted.</li> <li>• Training material production evaluation report accepted..</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing training material production standard			<ul style="list-style-type: none"> <li>• Training material production record</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>and requirements.</p> <ul style="list-style-type: none"> <li>ii. Check training material production plan</li> <li>iii. Inspect training material production process</li> <li>iv. Thorough in checking training material production evaluation report.</li> <li>v. Thorough in checking training material production record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul>			confirmed.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.			
3. Monitor resource centre support service	i. resource centre support service standard and requirements. ii. resource centre support service plan iii. resource centre support service activities. iv. resource centre support service performance evaluation report. v. resource centre support service record.				Lecture	<ul style="list-style-type: none"> <li>• Resource centre support service standard and requirements interpreted.</li> <li>• Resource centre support service plan accepted.</li> </ul>
		i. Analyze resource centre support service standard and requirements. ii. Check resource centre support service plan iii. Inspect resource centre support service activities. iv. Check resource			Practical	<ul style="list-style-type: none"> <li>• Resource centre support service activities accepted.</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		centre support service performance evaluation report. v. Check resource centre support service record				<ul style="list-style-type: none"> <li>• Resource centre support service performance evaluation report accepted.</li> <li>• Resource centre support service record confirmed.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing resource centre support service standard and requirements. ii. Objective focused in checking resource centre support service plan iii. Thorough in inspecting resource centre support service activities. iv. Detail in checking resource centre support service performance evaluation report. v. Accurate in checking resource centre support service record			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul>			

## Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol>



### Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of raw data and draft of documents.	1:25 1:1 1:25
<b>REFERENCES</b>	
1. H. John Bernardin, McGraw-Hill/Irwin 3 <sup>rd</sup> .Ed. 2002, Human Resource Management: An Experiential Approach”, ISBN: 0072432357 ISBN: 978-0072432350 2. R Wayne Mondy & Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820 3. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063 4. Lawrence S Kleiman, McGraw-Hill, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7 5. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9 6. Jac Fitz-enz, McGraw-Hill, 2 <sup>nd</sup> .Ed. 1995, How to Measure Human Resources Management, ISBN: 0-07-021259-7 New York	

## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	EMPLOYEE WELFARE SUPPORT SERVICE SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide employee welfare support service supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor employee transport administration support service.</li> <li>• Monitor employee accommodation admin support service.</li> <li>• Monitor employee event support service.</li> <li>• Monitor employee uniform admin support service.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C06</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>200 hours</b>	<b>Credit Hours</b>	<b>20</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor employee transport administration support service.	i. Employee transport administration support service standard & procedure. ii. Employee transport administration support service plan. iii. Employee transport administration support service activities. iv. Employee transport administration support				Lecture	<ul style="list-style-type: none"> <li>• Employee transport administration support service standard &amp; procedure interpreted.</li> <li>• Employee</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	service performance evaluation v. Employee transport administration support service record.					transport administration support service plan accepted.
		i. Analyze employee transport administration support service standard & procedure. ii. Check employee transport administration support service plan. iii. Inspect employee transport administration support service activities. iv. Check employee transport administration support service performance evaluation v. Check employee transport administration support service record.			Practical	<ul style="list-style-type: none"> <li>• Employee transport administration support service activities accepted.</li> <li>• Employee transport administration support service performance evaluation accepted.</li> <li>• Employee transport administration support service record confirmed.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing employee transport administration support			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>service standard &amp; procedure.</p> <p>ii. Objective focused in checking employee transport administration support service plan.</p> <p>iii. Thorough in inspecting employee transport administration support service activities.</p> <p>iv. Detail in checking employee transport administration support service performance evaluation</p> <p>v. Accurate in checking employee transport administration support service record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			v. Ensure safe working condition. vi. Promote good safety & health practice at workplace.  <u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.			
2. Monitor employee accommodation admin support service.	i. Employee accommodation admin support service standard & procedure. ii. Employee accommodation admin support service plan.. iii. Employee accommodation admin support service activities. iv. Employee accommodation admin support service evaluation. v. Employee accommodation admin support service record.				Lecture	<ul style="list-style-type: none"> <li>• Employee accommodation admin support service standard &amp; procedure interpreted.</li> <li>• Employee accommodation admin support service plan accepted.</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Analyze employee accommodation admin support service standard &amp; procedure.</li> <li>ii. Check employee accommodation admin support service plan.</li> <li>iii. Inspect employee accommodation admin support service activities.</li> <li>iv. Check employee accommodation admin support service evaluation.</li> <li>v. Check employee accommodation administration support service record.</li> </ul>			Practical	<ul style="list-style-type: none"> <li>• Employee accommodation admin support service activities accepted.</li> <li>• Employee accommodation admin support service evaluation accepted.</li> <li>• Employee accommodation administration support service record confirmed.</li> </ul>
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Analytical in analyzing employee accommodation admin support service standard &amp; procedure.</li> <li>ii. Objective focused in checking employee accommodation admin</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>support service plan.</p> <ul style="list-style-type: none"> <li>iii. Thorough in inspecting employee accommodation admin support service activities.</li> <li>iv. Factual in checking employee accommodation admin support service evaluation.</li> <li>v. Accurate in checking employee accommodation administration support service record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage.			
3. Monitor employee event support service	i. Employee event support service standard & procedure ii. Employee event support service plan. iii. Employee event support service activities. iv. Employee event support service performance evaluation v. Employee event support service record.				Lecture	<ul style="list-style-type: none"> <li>Employee event support service standard &amp; procedure interpreted.</li> <li>Employee event support service plan accepted.</li> </ul>
		i. Analyze employee event support service standard & procedure ii. Check employee event support service plan. iii. Inspect employee event support service activities. iv. Check employee event support service performance			Practical	<ul style="list-style-type: none"> <li>Employee event support service activities accepted.</li> <li>Employee event support service</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		evaluation v. Check employee event support service record.				performanc e evaluation accepted.
			<u>Attitude:</u>  i. Analytical in analyzing employee event support service standard & procedure ii. Thorough in checking employee event support service plan. iii. Thorough in inspecting employee event sup- port service activities. iv. Detail in checking em- ployee event support service performance evaluation v. Accurate in check employee event support service record.  <u>Safety:</u>  i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically			• Employee event support service record confirmed.

Work Activities	Related Knowledge	Related 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.  <u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.			
<b>4. Monitor employee uniform administration support service</b>	i. Employee uniform admin policy and procedure. ii. Employee uniform admin support service activities plan. iii. Employee uniform admin support service implementation. iv. Employee uniform admin support service performance evaluation v. Employee uniform admin support service record.				Lecture	<ul style="list-style-type: none"> <li>• Employee uniform admin policy and procedure interpreted.</li> <li>• Employee uniform admin support service activities</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Analyze employee uniform admin policy and procedure.</li> <li>ii. Check employee uniform admin support service activities plan.</li> <li>iii. Inspect employee uniform admin support service implementation.</li> <li>iv. Check employee uniform admin support service performance evaluation</li> <li>v. Check employee uniform administration support service record.</li> </ul>			Practical	<ul style="list-style-type: none"> <li>plan accepted.</li> <li><input type="checkbox"/> Employee uniform admin support service implementation accepted.</li> <li><input type="checkbox"/> Employee uniform admin support service performance evaluation accepted.</li> <li><input type="checkbox"/> Employee uniform administration support service record confirmed.</li> </ul>
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Analytical in analyzing employee uniform admin policy and procedure.</li> <li>ii. Thorough in checking employee uniform admin support service activities plan.</li> <li>iii. Thorough in inspecting employee uniform admin support service</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>implementation.</p> <p>iv. Detail in checking employee uniform admin support service performance evaluation</p> <p>v. Accurate in checking employee uniform administration support service record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Practice paperless office.			

### Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol>

<p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liaise to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p>	
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### Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen.	1:25
2. Computer Set with words processing & Graphic software.	1:25
3. Sample of employee compensation and benefits policy and procedures.	1:25
4. Samples of employee accommodation administration policy	1:25

### REFERENCES

<p>1. H. John Bernardin, McGraw-Hill/Irwin 3<sup>rd</sup>.Ed. 2002, Human Resource Management: An Experiential Approach”, ISBN: 0072432357 ISBN: 978-0072432350</p> <p>2. R Wayne Mondy &amp; Robert M.Noë, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820</p> <p>3. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063</p> <p>4. Lawrence S Kleiman, McGraw-Hill, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7</p> <p>5. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9</p> <p>6. Jac Fitz-enz, McGraw-Hill, 2<sup>nd</sup>..Ed. 1995, How to Measure Human Resources Management, ISBN: 0-07-021259-7 New York</p>
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	EMPLOYMENT SUPPORT SERVICE SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide employment support services supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor open recruitment campaign support service.</li> <li>• Monitor job posting &amp; Job bidding support service.</li> <li>• Monitor HR selection support service.</li> <li>• Monitor induction program support service.</li> <li>• Monitor employment statutory documentation.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-C07</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>200 hours</b>	<b>Credit Hours</b>	<b>20</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor open recruitment campaign support service	i. Open recruitment campaign standard & procedure ii. Open recruitment campaign support service activities plan iii. Open recruitment campaign support service activities.				Lecture	<ul style="list-style-type: none"> <li>• Open recruitment campaign standard &amp; procedure interpreted.</li> <li>• Open recruitment</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Open recruitment campaign support service performance evaluation v. Open recruitment campaign support service record.					campaign support service activities plan accepted.
		i. Analyze open recruitment campaign standard & procedure ii. Check open recruitment campaign support service activities plan iii. Inspect open recruitment campaign support service activities. iv. Check open recruitment campaign support service performance evaluation v. Check open recruitment campaign support service record.			Practical	<input type="checkbox"/> Open recruitment campaign support service activities accepted. <input type="checkbox"/> Open recruitment campaign support service performance evaluation accepted. <input type="checkbox"/> Open recruitment campaign support service record confirmed.



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Analytical in analyzing open recruitment campaign standard &amp; procedure</li> <li>ii. Thorough in checking open recruitment campaign support service activities plan</li> <li>iii. Thorough in inspecting open recruitment campaign support service activities.</li> <li>iv. Factual in check open recruitment campaign support service performance evaluation</li> <li>v. Accurate in checking open recruitment campaign support service record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp;</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p>			
2. Monitor job posting & Job bidding support service	<p>i. Job posting &amp; Job bidding support service standard and procedure.</p> <p>ii. Job posting &amp; job bidding support service activities.</p> <p>iii. Job posting &amp; Job bidding support service activities.</p> <p>iv. Job posting &amp; Job bidding support service performance evaluation.</p> <p>v. Job posting &amp; Job bidding support service record.</p>				Lecture	<ul style="list-style-type: none"> <li>• Job posting &amp; Job bidding support service standard and procedure interpreted.</li> <li>• Job posting &amp; job bidding support service activities plan accepted.</li> </ul>
		<p>i. Analyze job posting &amp; Job bidding support service</p>			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		standard and procedure. ii. Check job posting & job bidding support service activities plan. iii. Inspect job posting & Job bidding support service activities. iv. Check job posting & Job bidding support service performance evaluation. v. Check job posting & Job bidding support service record.				<ul style="list-style-type: none"> <li>• Job posting &amp; Job bidding support service activities accepted.</li> <li>• Job posting &amp; Job bidding support service performance evaluation accepted.</li> <li>• Job posting &amp; Job bidding support service record confirmed.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing job posting & Job bidding support service standard and procedure. ii. Objective focused in checking job posting & job bidding support service activities plan. iii. Thorough in inspecting job posting & Job bidding support			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>service activities.</p> <p>iv. Detail in checking job posting &amp; Job bidding support service performance evaluation.</p> <p>v. Accurate in check job posting &amp; Job bidding support service record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Practice paperless office.			
3. Monitor HR selection support service	i. HR selection concept and requirements ii. HR selection support service standard & procedure. iii. HR selection support service activities plan iv. HR selection support service evaluation v. HR selection support service record.				Lecture	<input type="checkbox"/> HR selection concept and requirements interpreted. <input type="checkbox"/> HR selection support service standard & procedure interpreted. <input type="checkbox"/> HR selection support service activities plan
		i. Analyze HR selection concept and requirements ii. Examine HR selection support service standard & procedure. iii. Check HR selection support service activities plan iv. Inspect HR selection support service activities v. Check HR selection support service evaluation vi. Check HR selection			Practical	<input type="checkbox"/> HR selection support service activities plan accepted. <input type="checkbox"/> HR selection support service activities accepted. <input type="checkbox"/> HR selection support service evaluation accepted. <input type="checkbox"/> HR selection

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		support service record.	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Analytical in analyzing HR selection concept and requirements</li> <li>ii. Thorough in examining HR selection support service standard &amp; procedure.</li> <li>iii. Thorough in checking HR selection support service activities plan</li> <li>iv. Thorough in inspecting HR selection support service activities</li> <li>v. Factual in check HR selection support service evaluation</li> <li>vi. Accurate in check HR selection support service record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp;</li> </ul>			support service record confirmed.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments.</p> <p>ii. Reduce energy wastage.</p> <p>iii. Practice paperless office.</p>			
4. Monitor induction program support service	<p>i. Induction program concept and requirements.</p> <p>ii. Induction program support service standard &amp; procedure.</p> <p>iii. Induction program support service activities plan</p> <p>iv. Induction program support service activities.</p> <p>v. Induction program support service performance evaluation</p> <p>vi. Induction program support service record.</p>				Lecture	<ul style="list-style-type: none"> <li>• Induction program concept and requirements interpreted.</li> <li>• Induction program support service standard &amp; procedure interpreted.</li> <li>• Induction</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Analyze induction program concept and requirements. ii. Examine induction program support service standard & procedure. iii. Check induction program support service activities plan iv. Inspect induction program support service activities. v. Check induction program support service performance evaluation vi. Check induction program support service record.			Practical	program support service activities plan accepted. <ul style="list-style-type: none"> <li>• Induction program support service activities accepted.</li> <li>• Induction program support service performance evaluation accepted.</li> <li>• Induction program support service record confirmed.</li> </ul>
			<u>Attitude:</u> i. Analytical in analyzing induction program concept and requirements. ii. Thorough in examining induction program support service standard & procedure. iii. Thorough in checking induction program support service activities plan			



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> <li>iv. Thorough in inspecting induction program support service activities.</li> <li>v. Factual in checking induction program support service performance evaluation</li> <li>vi. Accurate in checking induction program support service record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			wastage. iii. Practice paperless office.			
5. Monitor employment statutory documentation	i. Employment statutory documentation requirements ii. Employment statutory documentation standard & procedure iii. Employment statutory documentation verification iv. Employment statutory documentation performance evaluation. v. Employment statutory documentation record systems.				Lecture	<input type="checkbox"/> Employment statutory documentation requirements interpreted. <input type="checkbox"/> Employment statutory documentation standard & procedure interpreted. <input type="checkbox"/> Employment statutory documentation verification executed.
		i. Examine employment statutory documentation requirements ii. Examine employment statutory documentation standard & procedure iii. Conduct employment statutory documentation verification			Practical	<input type="checkbox"/> Employment statutory documentation performance evaluation accepted. <input type="checkbox"/> Employment

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>iv. Check employment statutory documentation performance evaluation.</li> <li>v. Check employment statutory documentation record systems.</li> </ul>				statutory documentation on record confirmed.
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Thorough in examining employment statutory documentation requirements</li> <li>ii. Thorough in examining employment statutory documentation standard &amp; procedure</li> <li>iii. Detail in conducting employment statutory documentation verification</li> <li>iv. Detail in checking employment statutory documentation performance evaluation.</li> <li>v. Detail in checking employment statutory documentation record systems.</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul>			

## Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol>

## Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
<ol style="list-style-type: none"> <li>1. LCD Projector or other type of projector with white screen.</li> <li>2. Computer Set with words processing &amp; Graphic software.</li> <li>3. Sample of raw data and draft of documents.</li> </ol>	<p>1:25 1:1 1:25 1:25</p>
<b>REFERENCES</b>	
<ol style="list-style-type: none"> <li>1. International Law Book Services, 2006, “Akta Kerja 1955 (Akta 265) &amp; Peraturan-peraturan dan Perintah”, ISBN: 967-89-1470-0</li> <li>2. Percetakan Nasional Malaysia Berhad, 2012, “Undang-undang Malaysia” Akta A 1419 Akta Kerja (Pindaan) 2012.</li> <li>3. Int. Law Book Services, 2000, Weekly Holidays Act 1950 (ACT 220) &amp; Holiday Act 1951 (Act 369)</li> <li>4. International Law Book Services, 2003, “Akta Keselamatan Sosial Pekerja 1969 (Akta 4) &amp; Peraturan-peraturan &amp; Kaedah-kaedah”, ISBN: 967-89-1197-3.</li> <li>5. Joseph D Levesque, Prentice Hall 1996, Complete manual for Recruiting, Hiring &amp; retaining Quality Employees, ISBN: 0-13-573445-2</li> <li>6. H. John Bernardin, McGraw-Hill/Irwin 3<sup>rd</sup>.Ed. 2002, Human Resource Management: An Experiential Approach”, ISBN: 0072432357 ISBN: 978-0072432350</li> <li>7. R Wayne Mondy &amp; Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820</li> <li>8. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063</li> <li>9. Lawrence S Kleiman, McGraw-Hill, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7</li> <li>10. Jac Fitz-enz, McGraw-Hill, 2<sup>nd</sup>.Ed. 1995, How to Measure Human Resources Management, ISBN: 0-07-021259-7 New York</li> <li>11. Dave Ulrich, Harvard Business School Press, 1997, Human Resource Champions, ISBN: 0-87584-719-6</li> </ol>	

## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	HUMAN RESOURCE MANAGEMENT						
<b>Job Area</b>	HUMAN RESOURCE MANAGEMENT SUPPORT SERVICES						
<b>Competency Unit Title</b>	FOREIGN EMPLOYMENT SUPPORT SERVICE SUPERVISION						
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to provide foreign employment support service supervision in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to :</p> <ul style="list-style-type: none"> <li>• Monitor foreign employee employment application support service.</li> <li>• Monitor employment pass application support service.</li> <li>• Monitor work permit application support service.</li> <li>• Monitor employment pass &amp; work permit cancellation support service.</li> </ul>						
<b>Competency Unit ID</b>	<b>FB-070-3:2013-E01</b>	<b>Level</b>	<b>3</b>	<b>Training Duration</b>	<b>100 hours</b>	<b>Credit Hours</b>	<b>10</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor foreign employee employment application support service.	i. foreign employee employment application rules, regulations and procedures. ii. Foreign employee employment application support service activities plan iii. Foreign employee				Lecture	<ul style="list-style-type: none"> <li>• Foreign employee employment application rules, regulations and procedures</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>employment application support service activities.</p> <p>iv. Foreign employee employment application support service performance evaluation.</p> <p>v. Foreign employee employment application support service record.</p>					<p>interpreted.</p> <ul style="list-style-type: none"> <li>• Foreign employee employment application support service activities plan accepted.</li> </ul>
		<p>i. Examine foreign employee employment application rules, regulations and procedures.</p> <p>ii. Check foreign employee employment application support service activities plan</p> <p>iii. Inspect foreign employee employment application support service activities.</p> <p>iv. Verify foreign employee employment application documents.</p>			Practical	<ul style="list-style-type: none"> <li>• Foreign employee employment application support service activities accepted.</li> <li>• Foreign employee employment application documents confirmed.</li> <li>• Foreign employee employment application support service performance</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Check foreign employee employment application support service performance evaluation. vi. Check foreign employee employment application support service record.				evaluation accepted. • Foreign employee employment application support service record confirmed.
			<u>Attitude:</u> i. Thorough in examining foreign employee employment application rules, regulations and procedures. ii. Objective focused in checking foreign employee employment application support service activities plan iii. Thorough in inspecting foreign employee employment application support service activities. iv. Detail in verifying			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>foreign employee employment application documents.</p> <p>v. Thorough in checking foreign employee employment application support service performance evaluation.</p> <p>vi. Accurate in checking foreign employee employment application support service record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety.</p> <p>ii. Ensure safe work methodology.</p> <p>iii. Ensure electrical safety on all electrically powered equipment.</p> <p>iv. Enforce safety &amp; health rules and regulations</p> <p>v. Ensure safe working condition.</p> <p>vi. Promote good safety &amp; health practice at workplace.</p>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment:</u> i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.			
2. Monitor employment pass application support service.	i. Employment pass application rules, regulations and procedures ii. Employment pass application support service activities plan. iii. Employment pass application activities. iv. Employment pass application support service performance evaluation. v. Employment pass application support service record.				Lecture	<ul style="list-style-type: none"> <li>• Employment pass application rules, regulations and procedures interpreted.</li> <li>• Employment pass application support service activities plan accepted.</li> <li>• Employment pass application activities</li> </ul>
		i. Examine employment pass application rules, regulations and			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		procedures ii. Check employment pass application support service activities plan. iii. Inspect employment pass application activities. iv. Check employment pass application support service performance evaluation. v. Check employment pass application support service record.				accepted. <input type="checkbox"/> Employment pass application support service performance evaluation accepted. <input type="checkbox"/> Employment pass application support service record confirmed.
			<u>Attitude:</u> i. Thorough in examining employment pass application rules, regulations and procedures ii. Thorough in checking employment pass application support service activities plan. iii. Detail in inspecting employment pass application activities.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> <li>iv. Factual in checking employment pass application support service performance evaluation.</li> <li>v. Accurate in checking employment pass application support service record.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> </ul>			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Practice paperless office.			
3. Monitor work permit application support service.	i. Work permit application rules, regulations and procedures.. ii. Work permit application support service activities plan. iii. Work permit application support service activities. iv. Work permit application support service performance evaluation v. Work permit application support service record.				Lecture	<ul style="list-style-type: none"> <li>• Work permit application rules, regulations and procedures interpreted.</li> <li>• Work permit application support service activities plan accepted.</li> </ul>
		i. Examine work permit application rules, regulations and procedures.. ii. Check work permit application support service activities plan. iii. Inspect work permit application support service activities.			Practical	<ul style="list-style-type: none"> <li>• Work permit application support service activities accepted.</li> <li>• Work permit application support service performance</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Check work permit application support service performance evaluation v. Check work permit application support service record.				evaluation accepted. • Work permit application support service record confirmed.
			<u>Attitude:</u> i. Thorough in examining work permit application rules, regulations and procedures.. ii. Detail in checking work permit application support service activities plan. iii. Thorough in inspecting work permit application support service activities. iv. Factual in checking work permit application support service performance evaluation v. Accurate in checking work permit application support service record.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Ensure data safety.</li> <li>ii. Ensure safe work methodology.</li> <li>iii. Ensure electrical safety on all electrically powered equipment.</li> <li>iv. Enforce safety &amp; health rules and regulations</li> <li>v. Ensure safe working condition.</li> <li>vi. Promote good safety &amp; health practice at workplace.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>i. Ensure energy saver office equipments.</li> <li>ii. Reduce energy wastage.</li> <li>iii. Practice paperless office.</li> </ul>			
4. Monitor employment pass & work permit cancellation support service	<ul style="list-style-type: none"> <li>i. Employment pass &amp; work permit cancellation rules, regulations &amp; procedures.</li> <li>ii. Employment pass &amp; work permit cancellation support service activities plan.</li> <li>iii. Employment pass &amp; work</li> </ul>				Lecture	<ul style="list-style-type: none"> <li>• Employment pass &amp; work permit cancellation rules, regulations &amp;</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	permit cancellation support service activities. iv. Employment pass & work permit cancellation support service performance evaluation. v. Employment pass & work permit cancellation support service record.					procedures interpreted. <ul style="list-style-type: none"> <li>• Employment pass &amp; work permit cancellation support service activities plan accepted.</li> </ul>
		i. Examine employment pass & work permit cancellation rules, regulations & procedures. ii. Check employment pass & work permit cancellation support service activities plan. iii. Inspect Employment pass & work permit cancellation support service activities. iv. Verify employment pass & work permit cancellation documents. v. Check employment pass & work permit cancellation support			Practical	<ul style="list-style-type: none"> <li>• Employment pass &amp; work permit cancellation support service activities plan accepted.</li> <li>• Employment pass &amp; work permit cancellation support service activities accepted.</li> <li>• Employment pass &amp; work permit cancellation documents confirmed.</li> <li>• Employment pass &amp; work permit cancellation support service</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		service performance evaluation. vi. Check employment pass & work permit cancellation support service record.				performance evaluation accepted. • Employment pass & work permit cancellation support service record confirmed.
			<u>Attitude:</u> i. Thorough in Examining employment pass & work permit cancellation rules, regulations & procedures. ii. Detail in checking Employment pass & work permit cancellation support service activities plan. iii. Thorough in inspecting employment pass & work permit cancellation support service activities. iv. Detail in verifying employment pass & work permit cancellation documents. v. Factual in checking employment pass & work permit			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>cancellation support service performance evaluation.</p> <p>vi. Accurate in checking employment pass &amp; work permit cancellation support service record.</p> <p><u>Safety:</u></p> <p>i. Ensure data safety. ii. Ensure safe work methodology. iii. Ensure electrical safety on all electrically powered equipment. iv. Enforce safety &amp; health rules and regulations v. Ensure safe working condition. vi. Promote good safety &amp; health practice at workplace.</p> <p><u>Environment:</u></p> <p>i. Ensure energy saver office equipments. ii. Reduce energy wastage. iii. Practice paperless office.</p>			

## Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flow charts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritizing</li> <li>7. Self-discipline</li> <li>8. Teamwork</li> </ol>

### Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of raw data and draft of documents.	1:25 1:1 1:25
<b>REFERENCES</b>	
<ol style="list-style-type: none"><li>1. Joseph D Levesque, Prentice Hall 1996, Complete manual for Recruiting, Hiring &amp; retaining Quality Employees, ISBN: 0-13-573445-2</li><li>2. H. John Bernardin, McGraw-Hill/Irwin 3<sup>rd</sup>.Ed. 2002, Human Resource Management: An Experiential Approach”, ISBN: 0072432357 ISBN: 978-0072432350</li><li>3. The Commissioner of Law, Revision, Malaysia, Percetakan Nasional Malaysia Bhd, 2006 “Law of Malaysia – Immigration Act 1959/63 Act 155”.</li><li>4. The Commissioner of Law, Revision, Malaysia, Percetakan Nasional Malaysia Bhd, 2006 “Law of Malaysia – Passport Act 1966 Act 150”.</li><li>5. R Wayne Mondy &amp; Robert M.Noel, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820</li><li>6. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063</li><li>7. Lawrence S Kleiman, McGraw-Hill, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7</li><li>8. Gerry Johnson and Kevan Scholes, Prentice Hall 2002, Exploring Corporate Strategy- Text and Cases, ISBN 0-273-65112-9</li></ol>	