



Jabatan Pembangunan Kemahiran  
Kementerian Sumber Manusia, Malaysia

NATIONAL OCCUPATIONAL SKILLS STANDARD  
(*STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN*)

N821-001-3:2020

OFFICE ADMINISTRATION

*PENTADBIRAN PEJABAT*

LEVEL 3

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Department of Skills Development (DSD)  
Federal Government Administrative Centre  
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

**OFFICE ADMINISTRATION**

***PENTADBIRAN PEJABAT***

**LEVEL 3**

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## Preface

### **Standard Definition**

The National Occupational Skills Standard (NOSS) is a Standard document that outlines the **minimum** competencies required by a skilled worker working in Malaysia for a particular area and level of occupational, also the path to achieve the competencies. The competencies are based on the needs of employment, according to the career structure for the occupational area and developed by industry experts and skilled workers.

The National Competency Standard (NCS) is a Standard document that outlines the competencies required by a skilled worker in Malaysia.

### **Description of Standard Components**

The document is divided into three (3) components which includes: -

#### **Component I    Standard Practice**

This component is about the information related to occupational area including introduction to the industry, Standard requirements, occupational structure, levelling of competency, authority and industry requirements as a whole.

#### **Component II    Standard Content**

This component is a reference to industry employers in assessing and improving the competencies that is required for a skilled worker. The competencies are specific to the occupational area. The component is divided into two (2) section which are the chart (Competency Profile Chart, CPC) and details of the competencies (Competency Profile, CP).

#### **Component III    Curriculum of Competency Unit**

This component is a reference for the training personnel to identify training requirements, design the curriculum, and develop assessment. The training hours that included in this component is based on the recommendations by the Standard Development Committee (SDC). If there are modifications to the training hours, the Department provides the medium for discussion and consideration for the matter.

**Abbreviation**

1	PAX	Number of Person
2	MSIC	Malaysia Standard Industry Classification
3	NOSS	National Occupational Skills Standard
4	CU	Competency Unit
5	GLC	Government Lead Company
6	MNC	Multinational company
7	SME	Small Medium Enterprise

## Glossary

- 1 Competency Unit A set of skills that results in a product, service or decision in a holistic manner.
- 2 Administration The arrangements and tasks needed to control the operation of a plan or organization.
- 3 Logistic Process of managing how resources are acquired, stored, and transported to their final destination.
- 4 Procurement Procurement is the act of obtaining goods or services, typically for business purposes.
- 5 Supervision The act of watching a person or activity and making certain that everything is done correctly

**List of Figure**

1. Figure1 Occupational Structure of Office Operation
2. Figure 2 Occupational Area Structure of Office Operation



### **Acknowledgement**

Director General of Department of Skills Development (DSD) would like to extend his gratitude to the National Skills Development Council (MPKK), Standard Technical Committee (JTS), Standard Technical Evaluation Committee (JTPE), Standard Development Committee (JPS), and organisation and individuals who have been involved directly or indirectly for the contribution, persistence and support in the development of this Standard until it is completed.

The Director General of DSD also would like to express his sincere thanks to the support and involvement of the Royal Malaysian Customs Department, MMSC Venture Sdn Bhd, Public Bank Berhad, The International School of Kuala Lumpur, Chuan Thye Motor (Honda) Sdn Bhd, LIT Training Consultants Sdn. Bhd, Erican College Sdn Bhd, Park Rite Sdn Bhd and Miraj Academy Sdn Bhd. as a major contributor, and effort in developing this Standard successfully.

**STANDARD PRACTICE**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**OFFICE ADMINISTRATION**  
**LEVEL 3**

## **1. Introduction**

### **1.1 Occupation Overview**

Office administration is a set of day-to-day activities that are related to record keeping & billing, financial planning, personnel, physical distribution and logistics, within an organization. An employee that undertakes these activities is commonly called an office administrator or office manager, and plays a key role in any organizations infrastructure, regardless of the scale. An office administrator has the responsibility of ensuring that the administrative activities within an organization run efficiently, by providing structure to other employees throughout the organization. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees.

### **1.2 Rationale of NOSS Development**

This NOSS FB-024-2:2012 and FB-024-3:2012 was developed in 2012. Due to the technological changes and industrial requirements for this industry such as IR4.0 and green environment specification needs, the content of the NOSS need to be reviewed.

This document covers the competency standard of Office Administration (Level 3) that is presently significant in the office administration industry. The industry observes that competent administrator is a critical job area to overcome shortage of resource in Malaysia. Consequently, the development of this NOSS is essential in developing skilled workers in this area.

The NOSS document can be used by training centres to conduct and simulate training that is required by a person that chooses this profession. This is to ensure a candidate that has undergone training, as required by this NOSS, will be able to perform every task and job scope with a high degree of competency.

### **1.3 Rationale of Occupational Structure and Occupational Area Structure**

Based on Malaysia Standard Industry Classification (MSIC) 2008, Office Administration is classified in section (N) Administrative and Support Activities and group under Office Administrative and Support Activities (821). This group includes the provision of a range of day-to-day office administrative services, such as financial planning, billing and record keeping, personnel and physical distribution and logistics for others on a contract or fee basis. This group includes also support activities for others on a contract or fee basis, that are ongoing routine business support functions that businesses and organizations traditionally do for themselves. Units classified in this group do not provide operating staff to carry out the complete operations of a business. Units engaged in one particular aspect of these activities are classified according to that particular activity.

The panel of experts justified that this NOSS be developed at level 3 due to the work nature of Administration Assistance and Administration Supervisor

performing competencies that are similar in work scope producing a product, service and decision that are more holistic.

#### **1.4 Regulatory/Statutory Body Requirements Related to Occupation**

Not Applicable.

#### **1.5 Occupational Prerequisite**

The minimum requirements set forth by the industry for any interested individual to undertake the job or career in this area is 18 years old and above.

#### **1.6 General Training Prerequisite for Malaysian Skills Certification System**

To qualify for the Malaysian Skills Certification programme in recognised training institutes, candidates must meet the following requirements;

- a) 16 years old and above; and
- b) Can read, write and communicate in Bahasa Malaysia/ English.

**2. Occupational Structure (OS)**

Section	(N) Administrative and Support Service Activities
Group	(821) Office Administrative and Support Activities
Area	Office Operation
Level 5	Office Manager
Level 4	Administration Executive
Level 3	Administration Supervisor
Level 2	Administration Assistant
Level 1	No level

Figure 1: Occupational Structure of Office Operation

**3. Occupational Area Structure (OAS)**

Section	(N) Administrative and Support Service Activities
Group	(821) Office Administrative and Support Activities
Area	Office Operation
Level 5	Office Management
Level 4	Office Administration Control
Level 3	Office Administration
Level 2	Embedded to L3
Level 1	No level

Figure 2: Occupational Area Structure of Office Operation

#### 4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: 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.
- Level 3: 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.
- Level 4: 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.
- Level 5: 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.

## 5. Award of Certificate

The Director General may award, to any person upon conforming to the Standards Office Administration Level 3 the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

- a) Malaysian Skills Certificate (MSC); or
- b) Statements of Achievement.

## 6. Occupational Competencies

The Office Administration Level 3 personnel is competent in performing the following core competencies:

- a) Front Office Reception;
- b) Office Finance Handling;
- c) Office Procurement Handling;
- d) Office Inventory Handling;
- e) Office Logistic Handling;
- f) Office Documentation Preparation; and
- g) Staff Administration Supervision.

## 7. Work Conditions

Generally, the office administration personnel work is according to work schedule and ensures that the office administration and its associated system are being handled with accuracy. He /she must adhere to workplace safety standard operating procedure and day to day work assignment. They must also be always aware of new development in order to keep abreast in the rapidly changing business sector. They may work individually or in an industry with supervision by superior.

## 8. Employment Prospects

The Business Management industry has a high employment prospect both in the public and private sectors. This is because the skilled workforce is being recognised as being knowledgeable and skilled in the business management. This in turn increases the demand for skilled personnel in this field to be employed by both the public and private sector. As Malaysia had identified in the Eleventh Malaysia Plan and under the Economic Transformation Programme, the existence of the business management in a government will increase employment prospect and also an involvement in the Malaysian business environment. The number of positions for Services sector in 2018 was 4,421 thousand, went up 58 thousand from 4,363 thousand in 2017. The number of filled positions increased to 4,384 thousand (2017: 4,322 thousand) while vacancies in this sector decreased by 5 thousand. Meanwhile, there were 51.0 thousand jobs created in the services sector in 2018. Currently, the rapid growth of the human capital demand within the business sector has resulted in the requirement of skilled workforce.<sup>1</sup>

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<sup>1</sup> Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 15

## 9. Up Skilling Opportunities

As for up skilling opportunities, most competent office administration learns their craft on the job. They usually begin as qualified office administration and gradually learn their new skills as they gain experience. Further certification may increase their chances of career advancement. Thus, with additional formal training/education, this experience competent office administration can advance to become certified office administrator personnel.

## 10. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- a) Malaysian Administration Modernisation and Management Planning Unit (MAMPU)  
Aras 6, Blok B2, Kompleks Jabatan Perdana Menteri,  
Pusat Pentadbiran Kerajaan Persekutuan, 62502 Putrajaya, Malaysia.  
603-8872 3000  
<https://www.mampu.gov.my/ms/>
- b) Malaysian Communications And Multimedia Commission (MCMC)  
Off Persiaran Multimedia 63000 Cyberjaya Selangor Darul Ehsan.  
60 3 8688 8000  
<https://www.mcmc.gov.my/>



**11. Standard Technical Evaluation Committee**

NO	NAME	POSITION & ORGANISATION
<b>CHAIRMAN</b>		
1	Dr. Zool Hilmi Bin Mohamed Ashari	Principal Assistant Director Department of Skills Development (DSD)
<b>EVALUATION PANEL</b>		
1	Betty Phua	President Malaysian Association of Professional Secretaries & Administrators (MAPSA)
2	Melissa Ong	Chief Executive Officer Asian Strategy & Leadership Institute (ASLI) Kuala Lumpur.
3	Jalifah Bt. Abdul Aziz Fenner	Head of Special Project AOS Conventions & Events Sdn. Bhd.
<b>SECRETARIAT</b>		
1	Mohd. Aidil Fitri Bin Ab Razak	Senior Assistant Director Department of Skills Development (DSD)

## 12. Standard Development Committee

### OFFICE ADMINISTRATION

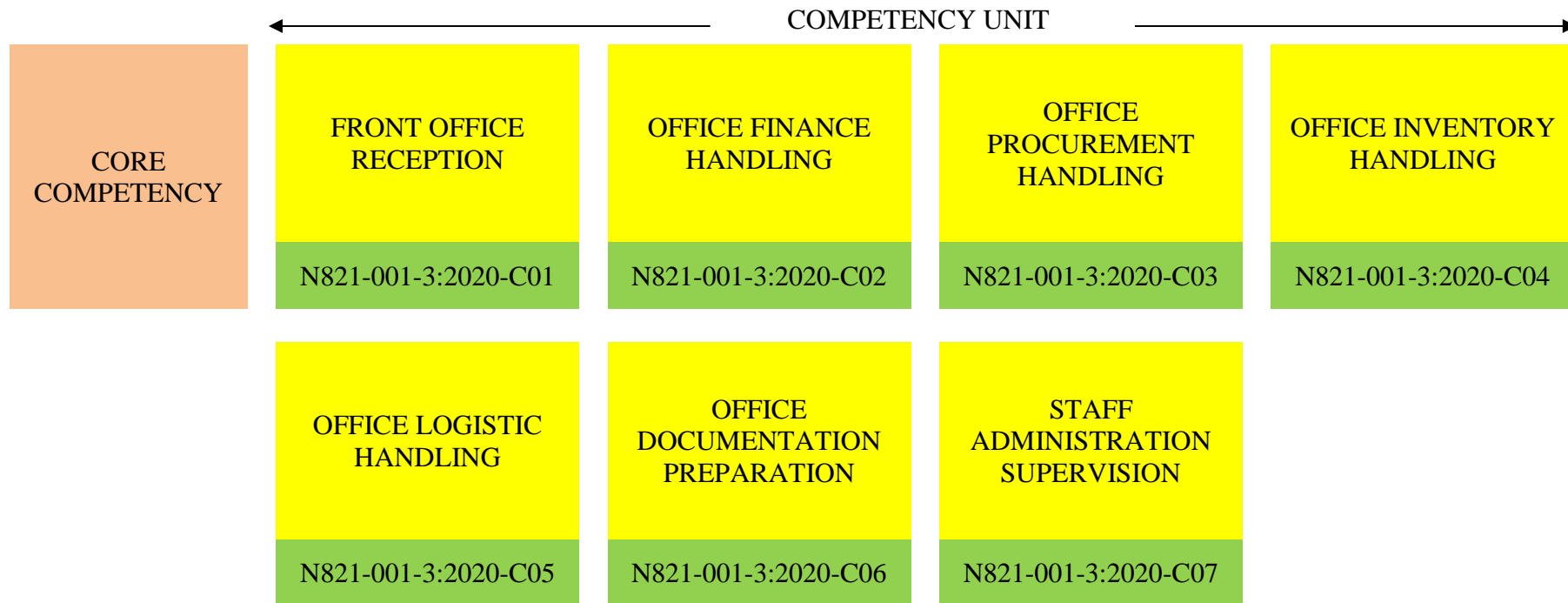
#### LEVEL 3

NO	NAME	POSITION & ORGANISATION
DEVELOPMENT PANEL		
1	Hasmalini Bt. Halim	Assistant Superintendent (Customs & Administration) Royal Malaysian Customs Department
2	Siti Fatimah Bt. Abdul Razak	Office Administrator MMSV Venture Sdn. Bhd.
3	Teoh Ching Ai	Assistant Manager Managing Director Office Public Bank Berhad
4	Janet Chin Yoke Foong	Middle School Office Manager The International School of Kuala Lumpur
5	Nor Ilyana Bt. Zainal Abidin	Office Administrator Chuan Thye Motor (Honda) Sdn. Bhd.
6	Rashita Bt. Haji Kamarudin	Office Manager LIT Training Consultants Sdn. Bhd.
7	Aini Jamaiyah Bt. Salim	Managing Director Ajma Global Sdn Bhd
8	Juraidah Zainal	Admin Manager Park Rite Sdn. Bhd.
9	Nurul Syafiqah Izzati Binti Saharudin	Admin Officer Miraj Academy Sdn. Bhd.
10	Shafarina Binti Tamziz	Lecturer Institut Perguruan dan Perindustrian Yayasan Negeri Sembilan
Facilitator		
1	Engku Mohd Azmi Bin Dato' Engku Hatim	CIASST/PPL/FDS-0035/2012 Total Oracle Sdn. Bhd.

**STANDARD CONTENT**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**OFFICE ADMINISTRATION**  
**LEVEL 3**

**13. Competency Profile Chart (CPC)**

SECTION	(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES		
GROUP	(821) OFFICE ADMINISTRATIVE AND SUPPORT ACTIVITIES		
AREA	OFFICE OPERATION		
NOSS TITLE	OFFICE ADMINISTRATION		
NOSS LEVEL	THREE (3)	NOSS CODE	N821-001-3:2020



#### 14. Competency Profile (CP)

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
NOSS LEVEL	Three (3)	NOSS CODE	N821-001-3:2020

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1 Front Office Reception  N821-001-3:2020-C01	Front Office Reception describes the first point of contact of visitors at the office and handling them professionally.  The person who is competent in this CU should be able to attend to visitors, handle office incoming/outgoing communication, handle office incoming/outgoing items and record front office reception activities.	1. Attend to visitor.	1.1 Visitor greeted in accordance with meet and greet guidelines. 1.2 Issue acknowledged which include enquiry, complaint and delivery in accordance with organization requirements. 1.3 Action taken in accordance with organization requirements. 1.4 Issue delegated to department/person concerned in accordance with organization requirements.
	The outcomes of this CU are customer's satisfaction and minimise complaints from internal and external visitors, systematic work flow, presentable personality with good ethics attained in accordance with organization requirements.	2. Handle office incoming/outgoing communication.	2.1 Incoming/outgoing communication acknowledged which include telephone, fax, email and postage in accordance with organization requirements. 2.2 Recipient communication acknowledged in accordance with organization directory. 2.3 Communication information

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>generated in accordance with organization requirements.</p> <p>3. Handle office incoming/outgoing items.</p> <p>3.1 Items which includes mails, documents and parcel confirmed with intended owner.</p> <p>3.2 Items notification provided to recipient and of mode delivery acknowledged in accordance with organization requirements.</p> <p>3.3 Item delivery record generated in accordance with organization requirements.</p> <p>4. Record front office reception activities.</p> <p>4.1 Reception activities related information compiled.</p> <p>4.2 Accuracy of compiled information confirmed.</p> <p>4.3 Front office reception activities report prepared accordance with organization requirement.</p>
<p>2 Office Finance Handling</p> <p>N821-001-3:2020-C02</p>	<p>Office Finance Handling describes the process of preparing and balancing finance documents for the daily operations of the office.</p> <p>The person who is competent in</p>	<p>1. Prepare petty cash.</p>	<p>1.1 Petty cash payment form with serial number selected.</p> <p>1.2 Petty cash payment requirements completed.</p> <p>1.3 Petty cash payment form progress checked in accordance with</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	this CU should be able to prepare petty cash, handle bills collection, handle payment vouchers and prepare office finance report summary.		organization requirements.
	The outcomes of this CU are payment tally recorded and on time archived in accordance with organization requirements.	2. Handle bills collection.	2.1 Selected bills from mails and hand delivery compiled in accordance with organization requirements. 2.2 Bills segregated manually or automatically in accordance with organization requirements. 2.1 Bills collection report prepared in accordance with organization requirements.
		3. Handle payment vouchers.	3.1 Selected payment voucher from mails and hand delivery compiled in accordance with organization requirements. 3.2 Payment voucher segregated manually or automatically in accordance with organization requirements. 3.3 Payment voucher report prepared in accordance with organization requirements.
		4. Prepare office finance report summary.	4.1 Selected confidential finance documentation compiled in accordance with organization requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>4.2 Payment acknowledgement finance documentation confirmed in accordance with organization requirements.</p> <p>4.3 Finance summary report generated.</p>
<p>3 Office Procurement Handling</p> <p>N821-001-3:2020-C03</p>	<p>Office Procurement Handling describes the acquisition of office required materials and process in procurement cycle of the organization.</p> <p>The person who is competent in this CU should be able to prepare requisition form, handle incoming procurement documents, handle purchase items, coordinate procurement licensing renewal and record office procurement handling activities.</p> <p>The outcomes of this CU are office items availability are met in a timely manner and product specification tally recorded with requisition in accordance with organization requirements.</p>	<p>1. Prepare requisition form.</p> <p>2. Handle incoming procurement documents.</p>	<p>1.1 Selected requisition form acquired.</p> <p>1.2 Requisition form comprises of date, product/items, amount and quantity produced in accordance with organization requirements.</p> <p>1.3 Requisition form progress checked accordance with organization requirements.</p> <p>2.1 Procurement nature which includes online, product/items and service confirmed in accordance with organization requirements.</p> <p>2.2 Procurement document which includes quotation, purchase order and capital asset confirmed in accordance with organization requirements.</p> <p>2.3 Purchase requisition acknowledgment confirmed and endorsed in accordance with organization requirements.</p>



CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		3. Handle purchase items.	3.1 Selected purchased items acquired in accordance with purchase order. 3.2 Purchase items tally with requisition form. 3.3 Purchase items acknowledgment confirmed to recipient by selected delivery method. 3.4 Purchase items record produced.
		4. Coordinate procurement licensing renewal.	4.1 Procurement licensing requirements which includes authority specification confirmed. 4.2 Renewal information expiry date confirmed in accordance with authority requirements. 4.3 Procurement licensing renewal report produced.
		5. Record office procurement handling activities.	5.1 Office procurement activities confirmed in accordance with organization requirements. 5.2 Effectiveness of office procurement activities execution confirmed. 5.3 Procurement activities report prepared in accordance with organization requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
<p>4 Office Inventory Handling</p> <p>N821-001-3:2020-C04</p>	<p>Office Inventory Handling describes the process of monitoring and ensuring the office items and stock is under control.</p> <p>The person who is competent in this CU should be able to check office inventory availability, perform office inventory requisition, perform office inventory issuance, monitor office equipment's movement/ transfer and maintenance, monitor expired/recycled office items and record inventory handling activities.</p> <p>The outcomes of this CU are office inventory availability are met in a timely manner in</p>	<p>1. Check office inventory availability.</p> <p>2. Perform office inventory requisition.</p>	<p>1.1 Actual inventory status confirmed based physical counting result.</p> <p>1.2 Variance between actual and inventory record confirmed.</p> <p>1.3 Inventory profile updated in accordance with organization requirements.</p> <p>2.1 Requisition form completed in accordance with organisation requirements.</p> <p>2.2 Purchase requirements which include product/item, amount and quantity confirmed in accordance with organization requirements.</p> <p>2.3 Supplier contacted for quotation as per approved supplier list.</p> <p>2.4 Selected supplier notified with confirmed purchase order.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	accordance with organization requirements.	3. Perform office inventory issuance.	3.1 Goods delivered in order and complied with purchase order. 3.2 Stock card completed in accordance with organization requirements. 3.3 Stock acceptance acknowledgment confirmed in accordance with organization requirements.
		4. Monitor office equipment's movement/transfer and maintenance.	4.1 Equipment movement checklist acquired. 4.2 Equipment movement status confirmed and recorded in accordance with manufacturer specifications. 4.3 Equipment condition confirmed and recorded in accordance with manufacturer specifications.
		5. Monitor expired/recycled office items.	5.1 Office items status report interpreted. 5.2 Warranty, expiry date and damage/malfunction of items confirmed based on status report. 5.3 Expired/recycled items separated from storage in accordance with organization requirements. 5.4 Office items status record updated in accordance with organization requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		6. Record inventory handling activities.	6.1 Office inventory handling activities confirmed in accordance with organization requirement. 6.2 Effectiveness of office inventory activities execution confirmed in accordance with organization requirements. 6.3 Finalised report submitted to superior for notification.
5 Office Logistic Handling  N821-001-3:2020-C05	Office Logistic Handling describes staff travel arrangements, dispatch assignment and event arrangement handled in order to meet the requirements.  The person who is competent in this CU should be able to arrange staff travel and accommodation, coordinate despatch assignment, coordinate meetings/event arrangements and record logistic handling activities.  The outcomes of this CU are logistic activities delivered on time and arranged in accordance with organization requirements.	1. Arrange staff travel and accommodation.  2. Coordinate dispatch assignment.	1.1 Travel requirements interpreted based on travelling requisition. 1.2 Travel and accommodation specification which includes mode of transport, date, destination, pax, and name recipient and booking confirmed in accordance with organization requirements. 1.3 Travel arrangement coordinated and travel itinerary forwarded to recipient.  2.1 Despatch assignment details interpreted in accordance with organization requirements. 2.2 Despatch assignment deployed to selected dispatch personnel in accordance with organization requirements. 2.3 Despatch assignment related documents compiled and recorded in

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>accordance with organization requirements.</p> <p>3. Coordinate meetings/ event arrangement.</p> <p>3.1 Meeting/event arrangements requirements which includes date, venue, participant and theme acquired from superior.</p> <p>3.2 Meeting/event arrangements particulars prepared in accordance with organization requirements.</p> <p>3.3 Meeting/event arrangements liaison with other departments, local authorities and suppliers notified.</p> <p>4. Record logistic handling activities.</p> <p>4.1 Office logistic handling activities confirmed in accordance with organization requirements.</p> <p>4.2 Effectiveness of logistic activities execution confirmed in accordance with organization requirements.</p> <p>4.3 Logistic handling report prepared in accordance with organization requirements.</p>
<p>6 Office Documentation Preparation</p> <p>N821-001-3:2020-C06</p>	<p>Office Documentation Preparation describes the activities in producing office documents with adopting good documentation practice.</p>	<p>1. Produce office documents.</p>	<p>1.1 Office document which includes correspondence, minutes of meeting and reports are determined in accordance with organization requirements.</p> <p>1.2 Office documents drafted with</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	The person who is competent in this CU should be able to produce office document, register office documentation, print office documents, bind office documents, file office documents and maintain office documents.		<p>specified reference number in accordance with document format.</p> <p>1.3 Format, language and contents confirmed in accordance with organization requirements.</p> <p>1.4 Drafted document submitted to superior for endorsement.</p>
	The outcomes of this CU are clear document presentation and formatted in accordance with organization requirements.	2. Register office documentation.	<p>2.1 Document reference which includes general, semi confidential and confidential specified in accordance with organization coding.</p> <p>2.2 Office document updated in accordance with organization requirements.</p>
		3. Print office documents.	<p>3.1 Specified types of office equipment which includes printer, scanner and computer selected in accordance with organization requirements.</p> <p>3.2 Office documents which includes general, semi confidential and confidential produced in accordance with organization requirements.</p> <p>3.3 Office document printing information updated.</p>
		4. Bind office documents.	<p>4.1 Specified types of binding equipment selected in accordance with organization requirements.</p> <p>4.2 Office documents which includes</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>general, semi confidential and confidential gathered and produced in accordance with organization requirements.</p>
		<p>5. File office documents.</p>	<p>5.1 Filing process which includes coding, indexing, labelling and sorting selected in accordance with organization requirements.                      5.2 Coding, indexing and labelling confirmed in accordance with filing requirements.                      5.3 Office documents which include general, semi confidential and confidential kept and record updated in accordance with organization requirements.</p>
		<p>6. Maintain office documents.</p>	<p>6.1 Office documents maintenance system selected in accordance with organization requirements.                      6.2 Office documents which include general, semi confidential and confidential coded in accordance with organization requirements.                      6.3 Storage report updated and generated in accordance with organization requirements.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
7 Staff Administration Supervision  N821-001-3:2020-C07	<p>Staff Administration Supervision describes the process of offering guidance in ensuring smooth work flow in the office. This is to ensure timely production and fulfilling customers dateline.</p> <p>The person who is competent in this CU should be able to conduct in-house training, compile staff appraisal, monitor waste disposal, prepare section budget, conduct staff meeting/briefing, monitor occupational, safety, health and environment implementation and monitor work flow and work progress.</p> <p>The outcomes of this CU are work efficiency, reliability and productivity of the organizations in compliance with local authority and organizational requirements.</p>	<p>1. Conduct in-house training.</p> <p>2. Perform staff appraisal.</p> <p>3. Monitor office waste disposal.</p>	<p>1.1 Staff training needs identified and prioritized.</p> <p>1.2 Training requirement which includes venue, date, refreshment, time, and number of participants confirmed.</p> <p>1.3 Training methodology adopted and convey to participant.</p> <p>1.4 Participant feedback obtained and summarized in accordance with organization requirements.</p> <p>2.1 Staff information acquired from human resources.</p> <p>2.2 Key performance indicator of staff updated in accordance with organization requirements.</p> <p>2.3 Appraisal form completed and staff appraisal progress checked in accordance with organization requirements.</p> <p>3.1 Waste disposal requirements which include product/items, disposal method and location confirmed in accordance with organization requirements.</p>



CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			3.2 Disposal vendor acknowledge and process completed. 3.3 Waste disposal activities produced.
		4. Prepare section budget.	4.1 Budget plan allocation identified. 4.2 Section budget allocation draft submitted for approval. 4.3 Budgeting related documents compiled and recorded in accordance with organization requirements.
		5. Conduct staff meeting/briefing.	5.1 Type of meeting/briefing requirement which includes staff and department meeting confirmed. 5.2 Meeting/briefing conveyed to target group. 5.3 meeting/briefing report produced and forwarded to superior in accordance with organization requirements.
		6. Monitor occupational health, safety, security and environment implementation.	6.1 Occupational, safety, health and environment implementation guidelines acquired from superior. 6.2 Related guidelines for department identified and confirmed. 6.3 Working group for occupational, safety, health and environment implementation formulated and

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>work responsibilities acknowledged in accordance with organization requirements.</p> <p>6.4 Occupational, safety, health and environment implementation success recorded and remedial action taken.</p> <p>6.5 Occupational, safety, health and environment implementation status report produced.</p>
		<p>7. Monitor work flow and work progress.</p>	<p>7.1 Company Standard Operating Procedure (SOP) interpreted.</p> <p>7.2 Work flow and work progress structure acquired from superior.</p> <p>7.3 Work schedule and work flow acknowledged by stakeholder.</p> <p>7.4 Work progress reviewed and reported in accordance with SOP and organization requirements.</p>

**CURRICULUM OF COMPETENCY UNIT**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**OFFICE ADMINISTRATION**  
**LEVEL 3**

## 15. Curriculum of Competency Unit

### 15.1. Front Office Reception

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Front Office Reception		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to perform front office reception ensuring customer's satisfaction and minimise complaints from internal and external visitors, systematic work flow, presentable personality with good ethics attained in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Attend to visitor.</li> <li>2. Handle office incoming/ outgoing communication.</li> <li>3. Handle office incoming/ outgoing items.</li> <li>4. Record front office reception activities.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C01	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Attend to visitor.	1.1 Customers service: <ul style="list-style-type: none"> <li>• Ethics.</li> <li>• Communication</li> <li>• Grooming.</li> </ul>	1.1 Welcome visitor. 1.2 Introduce oneself. 1.3 Clarify issue. 1.4 Resolve issue.	<u>ATTITUDE</u> 1.1 Compliance to office best practice.	1.1 Customer service process described. 1.2 Issues explained in accordance with sample of organization

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.2 Handling issues: <ul style="list-style-type: none"> <li>• Procedure.</li> <li>• Documentation.</li> </ul>	1.5 Refer issue.	<u>SAFETY</u> 1.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 1.1 Compliance to environmental regulation requirements.	requirements. 1.3 Visitor is greeted according to meet and greet guidelines. 1.4 Issue acknowledged which include enquiry, complaint and delivery in accordance with sample of organization requirement. 1.5 Action taken in accordance with sample of organization requirements. 1.6 Issue delegated to department/person concerned in accordance with sample of organization requirement. 1.7 Best practice complied in accordance with sample of organization requirements. 1.8 Safety and environmental requirements complied in accordance with local authority requirements.
2. Handle office incoming/ outgoing	2.1 Nature of business: <ul style="list-style-type: none"> <li>• Public services.</li> <li>• Public listed.</li> </ul>	2.1 Identify type of communication. 2.2 Obtain organization	<u>ATTITUDE</u> 2.1 Compliance to office best practice.	2.1 Nature of business describe in accordance with type of business. 2.2 Communication business tools

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>communication.</p>	<ul style="list-style-type: none"> <li>• Private limited.</li> <li>• Enterprise.</li> </ul> <p>2.2 Communication business tools:</p> <ul style="list-style-type: none"> <li>• Type.</li> <li>• Usage.</li> <li>• Maintenance</li> </ul> <p>2.3 Organization business directory:</p> <ul style="list-style-type: none"> <li>• Types of organization chart.</li> <li>• Organization chart.</li> <li>• Organization directory.</li> </ul> <p>2.4 Customers service:</p> <ul style="list-style-type: none"> <li>• Ethics.</li> <li>• Communication</li> <li>• Documentation.</li> <li>• Procedure.</li> </ul>	<p>directory.</p> <p>2.3 Deliver communication.</p> <p>2.4 Record communication.</p>	<p><u>SAFETY</u></p> <p>2.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u></p> <p>2.1 Compliance to environmental regulation requirements.</p>	<p>explained in accordance with manufacturer’s specifications.</p> <p>2.3 Organization business directory described.</p> <p>2.4 Customers service explained.</p> <p>2.5 Incoming/outgoing communication which includes telephone, fax, email and postage acknowledged in accordance with sample of organization requirement.</p> <p>2.6 Recipient communication acknowledged in accordance with sample of organization directory.</p> <p>2.7 Communication information generated in accordance with sample of organization requirement.</p> <p>2.8 Best practice complied in accordance with sample of organization requirements.</p> <p>2.9 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>3. Handle office incoming/outgoing items.</p>	<p>3.1 Office business items:</p> <ul style="list-style-type: none"> <li>• Types.</li> <li>• Organization directory.</li> </ul> <p>3.2 Office items handling:</p> <ul style="list-style-type: none"> <li>• Procedure.</li> <li>• Method.</li> <li>• Documentation.</li> </ul>	<p>3.1 Identify type of items.</p> <p>3.2 Determine item ownership.</p> <p>3.3 Deliver item.</p> <p>3.4 Record item delivery.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Compliance to office best practice.</p> <p><u>SAFETY</u></p> <p>3.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Compliance to environmental regulation requirements.</p>	<p>3.1 Office business items listed out and explained.</p> <p>3.2 Office item handling explained in accordance with sample of organization requirements.</p> <p>3.3 Items which includes mails, documents and parcel confirmed with intended owner.</p> <p>3.4 Items notification provided to recipient and of mode delivery acknowledged in accordance with sample of organization requirement.</p> <p>3.5 Item delivery record generated in accordance with sample of organization requirement.</p> <p>3.6 Best practice complied in accordance with sample of organization requirements.</p> <p>3.7 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Record front office reception activities.	4.1 Office reception standard operating procedure (SOP): <ul style="list-style-type: none"> <li>• Log book.</li> <li>• Standard format.</li> </ul> 4.2 Types of front office record.	4.1 Identify reception activities. 4.2 Check reception information. 4.3 Update activities. 4.4 Prepare front office reception activities report.	<u>ATTITUDE</u> 4.1 Compliance to office best practice.  <u>SAFETY</u> 4.1 Compliance to office safety and health requirements.  <u>ENVIRONMENT</u> 4.1 Compliance to environmental regulation requirements.	4.1 Office reception standard operating procedure (SOP) explained. 4.2 Types of front office record listed out and explained. 4.3 Reception activities related information compiled. 4.4 Accuracy of compiled information confirmed. 4.5 Front office reception activities report prepared accordance with sample of organization requirement. 4.6 Best practice complied in accordance with sample of organization requirements. 4.7 Safety and environmental requirements complied in accordance with local authority requirements.



## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168
- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

**15.2. Office Finance Handling**

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Office Finance Handling		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to handle office finance ensuring payment tally with record and on time in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare petty cash.</li> <li>2. Handle bills collection.</li> <li>3. Handle payment vouchers.</li> <li>4. Prepare office finance report summary.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C02	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare petty cash.	1.1 Types of petty cash. 1.2 Petty cash documentation. 1.3 Petty cash process.	1.1 Identify petty cash payment form. 1.2 Fill up petty cash payment form. 1.3 Carry out petty cash payment form submission.	<u>ATTITUDE</u> 1.1 Compliance to office best practice.	1.1 Types of petty cash listed out and explained. 1.2 Petty cash documentation described. 1.3 Petty cash process described in accordance with sample of organization requirement.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		1.4 Check petty cash payment form progress.	<u>SAFETY</u> 1.1 Compliance to office safety and health requirements.  <u>ENVIRONMENT</u> 1.1 Compliance to environmental regulation requirements.	1.4 Petty cash payment form with serial number selected. 1.5 Petty cash payment requirements completed. 1.6 Petty cash payment form progress checked in accordance with sample of organization requirements. 1.7 Best practice complied in accordance with sample of organization requirements. 1.8 Safety and environmental requirements complied in accordance with local authority requirements.
2. Handle bills collection.	2.1 Types of bills. 2.2 Bills processing. 2.3 Bills documentation: <ul style="list-style-type: none"> <li>• Types.</li> <li>• Standard format.</li> </ul>	2.1 Collect bills. 2.2 Identify types of bills. 2.3 Sort bills. 2.4 Record bills. 2.5 Prepare bills collection report.	<u>ATTITUDE</u> 2.1 Compliance to office best practice.  <u>SAFETY</u> 2.1 Compliance to office safety, health and environment requirements.	2.2 Types of bills listed out and explained. 2.3 Bills processing procedure described in accordance with sample of organization requirement. 2.4 Bill documentation listed out and explained. 2.5 Selected bills from mails and hand delivery compiled in accordance with sample of organization requirements. 2.6 Bills segregated manually or

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<u>ENVIRONMENT</u> 2.1 Compliance to environmental regulation requirements.	automatically in accordance with sample of organization requirements. 2.7 Bills collection report prepared in accordance with sample of organization requirements. 2.8 Best practice complied in accordance with sample of organization requirements. 2.9 Safety and environmental requirements complied in accordance with local authority requirements.
3. Handle payment vouchers.	3.1 Types of payment voucher. 3.2 Payment voucher processing. 3.3 Payment voucher documentation: <ul style="list-style-type: none"> <li>• Types</li> <li>• Standard format.</li> </ul>	3.1 Collect payment vouchers. 3.2 Identify types of payment vouchers. 3.3 Sort payment vouchers. 3.4 Record payment vouchers. 3.5 Prepare payment vouchers report.	<u>ATTITUDE</u> 3.1 Compliance to office best practice.  <u>SAFETY</u> 3.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u>	3.1 Types of payment vouchers listed out and explained. 3.2 Payment vouchers processing procedure describe in accordance with sample of organization requirement. 3.3 Payment vouchers documentation listed out and explained. 3.4 Selected payment voucher from mails and hand delivery compiled in accordance with sample of organization requirements. 3.5 Payment voucher segregated

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			3.1 Compliance to environmental regulation requirements.	<p>manually or automatically in accordance with sample of organization requirements.</p> <p>3.6 Payment voucher report prepare in accordance with sample of organization requirements.</p> <p>3.7 Best practice complied in accordance with sample of organization requirements.</p> <p>3.8 Safety and environmental requirements complied in accordance with local authority requirements.</p>
4. Prepare office finance report summary.	<p>4.1 Types of office finance report.</p> <p>4.2 Office finance report summary preparation procedure.</p>	<p>4.1 Gather finance documentation.</p> <p>4.2 Check finance documentation information.</p> <p>4.3 Produce finance summary report.</p>	<p><u>ATTITUDE</u></p> <p>4.1 Compliance to office best practice.</p> <p><u>SAFETY</u></p> <p>4.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u></p> <p>4.1 Compliance to environmental</p>	<p>4.1 Types of finance report listed out and explained.</p> <p>4.2 Office finance report summary preparation procedure described.</p> <p>4.3 Selected confidential finance documentation compiled in accordance with sample of organization requirements.</p> <p>4.4 Payment acknowledgement finance documentation confirmed in accordance with sample of organization requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			regulation requirements.	4.5 Finance summary report generated. 4.6 Best practice complied in accordance with sample of organization requirements. 4.7 Safety and environmental requirements complied in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168
- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

### 15.3. Office Procurement Handling

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Office Procurement Handling		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to handle office procurements in ensuring items availability are met in a timely manner and product specification tally with requisition in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare requisition form.</li> <li>2. Handle incoming procurement documents.</li> <li>3. Handle purchase items.</li> <li>4. Coordinate procurement licensing renewal.</li> <li>5. Record office procurement handling activities.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C03	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare requisition form.	1.1 Types of requisition form. 1.2 Requisition process. 1.3 Procurement	1.1 Determine type of form. 1.2 Draft requisition form. 1.3 Check requisition form progress.	<u>ATTITUDE</u> 1.1 Compliance to office best practice.	1.1 Types of requisition form listed out and explained. 1.2 Requisition process described in accordance with sample of organization. 1.3 Procurement documentation



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>documentation.</p> <p>1.4 Green procurement guidelines.</p>		<p><u>SAFETY</u></p> <p>1.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Compliance to environmental regulation requirements.</p>	<p>listed out and explained.</p> <p>1.4 Green procurement guidelines explained.</p> <p>1.1 Selected requisition form acquired.</p> <p>1.2 Requisition form comprises of date, product/items, amount and quantity produced in accordance with sample of organization requirements.</p> <p>1.3 Requisition form progress checked accordance with sample of organization requirements.</p> <p>1.4 Attitude and safety requirements complied in accordance with local authority requirements.</p> <p>1.5 Best practice complied in accordance with sample of organization requirements.</p> <p>1.6 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Handle incoming procurement documents.	2.1 Procurement documents: <ul style="list-style-type: none"> <li>• Types</li> <li>• Standard format</li> </ul> 2.2 Procurement process.	2.1 Check procurement nature. 2.2 Check procurement document. 2.3 Identify procurement ownership. 2.4 Notify procurement owner.	<u>ATTITUDE</u> 2.1 Compliance to office best practice.  <u>SAFETY</u> 2.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 2.1 Compliance to environmental regulation requirements.	2.1 Types of procurement document listed out and explained. 2.2 Procurement process described in accordance with sample of organization requirement. 2.3 Procurement nature which includes online, product/items and service confirmed in accordance with sample of organization requirements. 2.4 Procurement document which includes quotation, purchase order and capital asset confirmed in accordance with sample of organization requirements. 2.5 Purchase requisition acknowledgment confirmed and endorsed in accordance with sample of organization requirements. 2.6 Procurement ownerships confirmed in accordance with sample of organization requirements. 2.7 Best practice complied in accordance with sample of organization requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				2.8 Safety and environmental requirements complied in accordance with local authority requirements.
3. Handle purchase items.	3.1 Types of purchase documents. 3.2 Purchasing process. 3.3 Office directory.	3.1 Identify purchased item. 3.2 Check purchase item. 3.3 Identify ownership. 3.4 Identify delivery method. 3.5 Record purchase items.	<u>ATTITUDE</u> 3.1 Compliance to office best practice.  <u>SAFETY</u> 3.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 3.1 Compliance to environmental regulation requirements.	3.1 Types of purchase document listed out and explained. 3.2 Purchasing process described in accordance with sample of organization requirement. 3.3 Office directory explained. 3.4 Selected purchased items acquired in accordance with purchase order. 3.5 Purchase items tally with requisition form. 3.6 Purchase items acknowledgment confirmed to recipient by selected delivery method. 3.7 Purchase items record produced. 3.8 Best practice complied in accordance with sample of organization requirements. 3.9 Safety and environmental

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				requirements complied in accordance with local authority requirements.
4. Coordinate procurement licensing renewal.	4.1 Licensing Authorities requirement: <ul style="list-style-type: none"> <li>• Types.</li> <li>• Method.</li> <li>• Process.</li> </ul> 4.2 Renewal documentation: <ul style="list-style-type: none"> <li>• Monitoring.</li> <li>• Recording.</li> <li>• Reporting.</li> </ul>	4.1 Identify licensing requirement. 4.2 Check renewal information. 4.3 Update renewal report. 4.4 Prepare procurement licensing renewal report.	<u>ATTITUDE</u> 4.1 Compliance to office best practice.  <u>SAFETY</u> 4.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 4.1 Compliance to environmental regulation requirements.	4.1 Licensing Authorities requirement listed out and explained. 4.2 Renewal documentation listed out and explained. 4.3 Licensing requirements which includes authority specification confirmed. 4.4 Renewal information expiry date confirmed in accordance with authority requirements. 4.5 Procurement licensing renewal report produced. 4.6 Best practice complied in accordance with sample of organization requirements. 4.7 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
5. Record office procurement handling activities.	5.1 Types of office procurement record. 5.2 Office procurement recording procedure.	5.1 Identify office procurement activities. 5.2 Check office procurement information. 5.3 Prepare procurement activities report.	<u>ATTITUDE</u> 5.1 Compliance to office best practice.  <u>SAFETY</u> 5.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 5.1 Compliance to environmental regulation requirements.	5.1 Types of office procurement record listed out and explained. 5.2 Office procurement recording procedure described on accordance with sample of organization requirement. 5.3 Office procurement activities which includes prepare requisition form, handle incoming procurement documents, handle purchased items and coordinate procurement licensing renewal confirmed. 5.4 Effectiveness of office procurement activities execution confirmed. 5.5 Procurement activities report prepared in accordance with sample of organization requirements. 5.6 Best practice complied in accordance with sample of organization requirements. 5.7 Safety and environmental requirements complied in accordance with local authority requirements.



## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168
- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

### 15.4. Office Inventory Handling

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Office Inventory Handling		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to handle office inventory ensuring items availability are met in a timely manner in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Check office inventory availability.</li> <li>2. Perform office inventory requisition.</li> <li>3. Perform office inventory issuance</li> <li>4. Monitor office equipment's movement/ transfer and maintenance.</li> <li>5. Monitor expired/recycled office items.</li> <li>6. Record inventory handling activities.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C04	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Check office inventory availability	1.1 Types of inventory. 1.2 Inventory system. 1.3 Inventory documentation.	1.1 Track stock level. 1.2 Check inventory availability. 1.3 Create requisition profile.	<u>ATTITUDE</u> 1.1 Compliance to office best practice.	1.1 Types of inventory listed out and explained. 1.2 Inventory system described in accordance with sample of organization requirement. 1.3 Inventory documentation



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.4 Inventory requisition procedure.		<p><u>SAFETY</u> 1.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u> 1.1 Compliance environmental regulation requirements.</p> <p style="text-align: right;">to</p>	<p>explained.</p> <p>1.4 Inventory requisition procedure described in accordance with sample of organization requirement.</p> <p>1.5 Actual inventory status confirmed based physical counting result.</p> <p>1.6 Variance between actual and inventory record confirmed.</p> <p>1.7 Inventory profile updated in accordance with sample of organization requirements.</p> <p>1.8 Best practice complied in accordance with sample of organization requirements.</p> <p>1.9 Safety and environmental requirements complied in accordance with local authority requirements.</p>
2. Perform office inventory requisition.	<p>2.1 Office inventory requirement:</p> <ul style="list-style-type: none"> <li>• Types of inventory.</li> <li>• Method of requisition.</li> <li>• Inventory</li> </ul>	<p>2.1 Fill purchase order.</p> <p>2.2 Check purchase requirement.</p> <p>2.3 Check source options.</p> <p>2.4 Contact supplier.</p> <p>2.5 Carry out stock ordering.</p>	<p><u>ATTITUDE</u> 2.1 Compliance to office best practice.</p> <p><u>SAFETY</u> 2.1 Compliance to office safety, health and environment</p>	<p>2.1 Office inventory requirement listed out and explained.</p> <p>2.2 Inventory requisition procedure described in accordance with sample of organization requirement.</p> <p>2.3 Requisition form completed in accordance with sample of</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>documentation.</p> <p>2.2 Inventory requisition procedure:</p> <ul style="list-style-type: none"> <li>• Types of suppliers.</li> <li>• Quotation comparison.</li> <li>• Reporting process.</li> <li>• Ordering process.</li> </ul>		<p>requirements.</p> <p><u>ENVIRONMENT</u></p> <p>2.1 Compliance to environmental regulation requirements.</p>	<p>organisation requirements.</p> <p>2.4 Purchase requirements which include product/item, amount and quantity confirmed in accordance with sample of organization requirements.</p> <p>2.5 Supplier contacted for quotation as per approved supplier list.</p> <p>2.6 Selected supplier notified with confirmed purchase order.</p> <p>2.7 Best practice complied in accordance with sample of organization requirements.</p> <p>2.8 Safety and environmental requirements complied in accordance with local authority requirements.</p>
3. Perform office inventory issuance	<p>3.1 Office inventory receiving procedure.</p> <p>3.2 Office inventory stock updating procedure.</p> <p>3.3 Office inventory stock</p>	<p>3.1 Receive goods.</p> <p>3.2 Update stocks.</p> <p>3.3 Organize stocks issuance.</p> <p>3.4 Issue stocks.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Compliance to office best practice.</p> <p><u>SAFETY</u></p> <p>3.1 Compliance to office safety, health and environment requirements.</p>	<p>3.1 Office receiving procedure described in accordance with sample of organization requirement.</p> <p>3.2 Office inventory stock updating procedure described in accordance with sample of organization requirement.</p> <p>3.3 Office inventor stock handling procedure described in</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	handling procedure.		<u>ENVIRONMENT</u> 3.1 Compliance to environmental regulation requirements.	accordance with sample of organization requirement. 3.4 Goods delivered in order and complied with purchase order. 3.5 Stock card completed in accordance with sample of organization requirements. 3.6 Stock acceptance acknowledgment confirmed in accordance with sample of organization requirements. 3.7 Best practice complied in accordance with sample of organization requirements. 3.8 Safety and environmental requirements complied in accordance with local authority requirements.
4. Monitor office equipment's movement/ transfer and maintenance.	4.1 Types of office equipment. 4.2 Office equipment tracking process. 4.3 Office equipment tracking documentation.	4.1 Obtain equipment movement checklist. 4.2 Check equipment movement status. 4.3 Update movement checklist.	<u>ATTITUDE</u> 4.1 Compliance to office best practice.  <u>SAFETY</u> 4.1 Compliance to office safety, health and environment requirements.	4.1 Types of office equipment listed out and explained. 4.2 Office equipment tracking process described in accordance with organization requirement. 4.3 Office equipment tracking documentation explained. 4.4 Inventory logistical system explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>4.4 Inventory logistical system.</p> <p>4.5 Tracking method.</p> <p>4.6 Office equipment maintenance monitoring procedure.</p>		<p><u>ENVIRONMENT</u></p> <p>4.1 Compliance to environmental regulation requirements.</p>	<p>4.5 Tracking method describe in accordance with organization requirement.</p> <p>4.6 Office equipment maintenance monitoring procedure described in accordance with organization requirement.</p> <p>4.7 Equipment movement checklist acquired.</p> <p>4.8 Equipment movement/ transfer status confirmed and recorded in accordance with manufacturer specifications.</p> <p>4.9 Equipment condition confirmed and recorded in accordance with manufacturer specifications.</p> <p>4.10 Best practice complied in accordance with sample of organization requirements.</p> <p>4.11 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>5. Monitor expired/recycled office items.</p>	<p>5.1 Tracking documentation.                      5.2 Tracking method/process.                      5.3 Reporting method.                      5.4 Types of expired/ recycle office items.</p>	<p>5.1 Obtain items report.                      5.2 Check shelf life.                      5.3 Segregate items.                      5.4 Update items report.</p>	<p><u>ATTITUDE</u>                      5.1 Compliance to office best practice.</p> <p><u>SAFETY</u>                      5.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u>                      5.1 Compliance to environmental regulation requirements.</p>	<p>5.1 Tracking documentation explained.                      5.2 Tracking method describe in accordance with organization requirement.                      5.3 Reporting method described in accordance with organization requirement.                      5.4 Types of expired/ recycle item listed out and explained.                      5.5 Office items status report interpreted.                      5.6 Warranty, expiry date and damage/malfunction of items confirmed based on status report.                      5.7 Expired/recycled items separated from storage in accordance with sample of organization requirements.                      5.8 Office items status record updated.                      5.9 Best practice complied in accordance with sample of organization requirements.                      5.10 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>6. Record inventory handling activities.</p>	<p>6.1 Types of inventory report.          6.2 Types of inventory document.          6.3 Inventory reporting procedure:</p> <ul style="list-style-type: none"> <li>• Log book.</li> <li>• Standard format.</li> </ul>	<p>6.1 Identify inventory activities.          6.2 Check office inventory information.          6.3 Update inventory activities.          6.4 Submit inventory handling report.</p>	<p><u>ATTITUDE</u>          6.1 Compliance to office best practice.</p> <p><u>SAFETY</u>          6.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u>          6.1 Compliance to environmental regulation requirements.</p>	<p>6.1 Types of inventory report listed out and explained.          6.2 Types of inventory document listed out and explained.          6.3 Inventory reporting procedure described in accordance with organization requirement.          6.4 Office inventory handling activities which includes check inventory availability, perform inventory requisition, perform inventory issuance, monitor office equipment's movement and maintenance and monitor expired/recycled item confirmed.          6.5 Effectiveness of office inventory activities execution confirmed.          6.6 Finalised report submitted to instructor for notification.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				6.7 Best practice complied in accordance with sample of organization requirements. 6.8 Safety and environmental requirements complied in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168
- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.



**15.5. Office Logistic Handling**

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Office Logistic Handling		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to handle office logistic ensuring the activities are accomplished in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Arrange staff travel and accommodation.</li> <li>2. Coordinate dispatch assignment.</li> <li>3. Coordinate meetings/ event arrangement.</li> <li>4. Record logistic handling activities.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C05	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Arrange staff travel and accommodation.	1.1 Types of staff travel purpose. 1.2 Staff travel arrangement process. 1.3 Staff travel documentation.	1.1 Obtain travel and accommodation requirements. 1.2 Check travel and accommodation specification. 1.3 Book travel and	<u>ATTITUDE</u> 1.1 Compliance to office best practice.	1.1 Type of staff travel purpose listed out and explained. 1.2 Staff travel arrangement process described in accordance with organization requirement. 1.3 Staff travel documentation

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.4 Asian green logistic guidelines.	accommodation specification. 1.4 Prepare staff travel memo.	<u>SAFETY</u> 1.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 1.1 Compliance to environmental regulation requirements.	listed out and explained. 1.4 Asian green logistic guidelines explained. 1.5 Travel requirements interpreted based on travelling requisition. 1.6 Travel and accommodation specification which includes mode of transport, date, destination, pax, and name recipient and booking confirmed in accordance with organization requirements. 1.7 Travel arrangement coordinated and travel itinerary forwarded to recipient. 1.8 Best practice complied in accordance with sample of organization requirements. 1.9 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Coordinate dispatch assignment.	2.1 Types dispatch assignment. 2.2 Dispatch assignment procedure. 2.3 Dispatch assignment documentation.	2.1 Identify despatch assignment. 2.2 Determine despatch personnel. 2.3 Book despatch personnel. 2.4 Record despatch assignment.	<u>ATTITUDE</u> 2.1 Compliance to office best practice.  <u>SAFETY</u> 2.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 2.1 Compliance to environmental regulation requirements.	2.1 Types of dispatch assignment listed out and explained. 2.2 Dispatch assignment procedure describe in accordance with sample of organization requirement. 2.3 Dispatch assignment documentation listed out and explained. 2.4 Despatch assignment details interpreted. 2.5 Despatch assignment deployed to selected dispatch personnel. 2.6 Despatch assignment related documents compiled and recorded. 2.7 Best practice complied in accordance with sample of organization requirements. 2.8 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Coordinate meetings/ event arrangement .	3.1 Types of office meeting/ event. 3.2 Office meeting/ event arrangement procedure. 3.3 Office meeting / event arrangement documentation. 3.4 Video conference call procedure.	3.1 Identify meetings/event arrangements requirement. 3.2 Arrange meetings/event arrangements requirement. 3.3 Update meetings/event arrangements status.	<u>ATTITUDE</u> 3.1 Compliance to office best practice.  <u>SAFETY</u> 3.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 3.1 Compliance to environmental regulation requirements.	3.1 Types of office meeting/ event listed out and explained. 3.2 Office meeting/ event arrangement procedure described in accordance with sample of organization requirement. 3.3 Office meeting/ event arrangement documentation listed out and explained. 3.4 Video conference call procedure explained. 3.5 Meeting/event arrangements requirements which includes date, venue, participant and theme acquired from instructor. 3.6 Meeting/event arrangements particulars prepared in accordance with sample of organization requirements. 3.7 Meeting/event arrangements liaison with other departments, local authorities and suppliers notified. 3.8 Best practice complied in accordance with sample of organization requirements. 3.9 Safety and environmental

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				requirements complied in accordance with local authority requirements.
4. Record logistic handling activities.	4.1 Logistic handling log book. 4.2 Logistic handling report standard format. 4.3 Logistic handling reporting procedure.	4.1 Identify meetings/event activities. 4.2 Check office meetings/event information. 4.3 Update logistic activities. 4.4 Prepare logistic handling report.	<u>ATTITUDE</u> 4.1 Compliance to office best practice.  <u>SAFETY</u> 4.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 4.1 Compliance to environmental regulation requirements.	4.1 Logistic handling log book explained. 4.2 Logistic handling report standard format explained. 4.3 Logistic reporting procedure described in accordance with sample of organization requirement. 4.4 Office logistic handling activities which includes, arrange staff travel and accommodation, coordinate despatch assignment and coordinate meetings/event arrangements confirmed. 4.5 Effectiveness of logistic activities execution confirmed. 4.6 Logistic handling report prepared in accordance with sample of organization requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>4.7 Best practice complied in accordance with sample of organization requirements.</p> <p>4.8 Safety and environmental requirements complied in accordance with local authority requirements.</p>

### Employability Skills

#### Core Abilities

- Please refer NCS- Core Abilities latest edition.

#### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

### References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168

- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

### 15.6. Office Documentation Preparation

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Office Documentation Preparation		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to prepare office documentation with clear presentation and formatted in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Produce office documents.</li> <li>2. Register office documentation.</li> <li>3. Print office documents.</li> <li>4. Bind office documents.</li> <li>5. File office documents.</li> <li>6. Maintain office documents.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C06	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Produce office documents.	1.1 Documentation requirement. 1.2 Types of documents. 1.3 Documentation preparation	1.1 Identify type of document. 1.2 Identify format of document. 1.3 Determine reference number.	<u>ATTITUDE</u> 1.1 Compliance to office best practice.	1.1 Documentation requirement listed out and explained. 1.2 Types of document listed out and explained. 1.3 Document preparation described in accordance with



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>method.</p> <p>1.4 Recording process.</p> <p>1.5 Reporting process.</p>	<p>1.4 Prepare office document.</p> <p>1.5 Check prepared document.</p> <p>1.6 Submit document for verification.</p>	<p><u>SAFETY</u></p> <p>1.1 Compliance to office safety, health and environment requirements.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Compliance to environmental regulation requirements.</p>	<p>sample of organization requirement.</p> <p>1.4 Recording and recording process described in accordance with sample of organization requirement.</p> <p>1.5 Document</p> <p>1.6 Office document which includes correspondence, minutes of meeting and reports are determined in accordance with organization requirements.</p> <p>1.7 Office documents drafted with specified reference number in accordance with document format.</p> <p>1.8 Format, language and contents confirmed in accordance with organization requirements.</p> <p>1.9 Drafted document submitted for approval.</p> <p>1.10 Best practice complied in accordance with sample of organization requirements.</p> <p>1.11 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Register office documentation.	2.1 Types of registration. 2.2 Registration method. 2.3 Registration process. 2.4 Reporting process.	2.1 Identify document reference. 2.2 Classify office document. 2.3 Update office document list.	<u>ATTITUDE</u> 2.1 Compliance to office best practice.  <u>SAFETY</u> 2.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 2.1 Compliance to environmental regulation requirements.	2.1 Types of registration listed out and explained. 2.2 Registration method and process described in accordance with sample of organization requirement. 2.3 Office documentation registration process described. 2.4 Document reference which includes general, semi confidential and confidential specified in accordance with sample of organization coding. 2.5 Office document which includes general, semi confidential and confidential updated in accordance with sample of organization requirements. 2.6 Best practice complied in accordance with sample of organization requirements. 2.7 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Print office documents.	3.1 Types and method printing. 3.2 Document printing procedure. 3.3 Recording procedure.	3.1 Identify type of equipment. 3.2 Identify type of documentation. 3.3 Generate office document. 3.4 Record office document printing.	<u>ATTITUDE</u> 3.1 Compliance to office best practice.  <u>SAFETY</u> 3.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 3.1 Compliance to environmental regulation requirements.	3.1 Typed and method of printing listed out explained. 3.2 Printing procedure described in accordance with sample of organization requirement. 3.3 Recording procedure described. 3.4 Specified types of office equipment which includes printer, scanner and computer selected in accordance with sample of organization requirements. 3.5 Office documents which includes general, semi confidential and confidential produced in accordance with sample of organization requirements. 3.6 Office document printing information updated. 3.7 Best practice complied in accordance with sample of organization requirements. 3.8 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Bind office documents.	4.1 Types and method of binding. 4.2 Types of binding equipment. 4.3 Binding Procedure.	4.1 Identify type of equipment. 4.2 Identify type of document. 4.3 Compile office document. 4.4 Perform binding.	<u>ATTITUDE</u> 4.1 Compliance to office best practice.  <u>SAFETY</u> 4.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 4.1 Compliance to environmental regulation requirements.	4.1 Types and method of binding listed out and explained. 4.2 Types of binding equipment listed out and explained. 4.3 Binding procedure described in accordance with sample of organization requirement. 4.4 Specified types of binding equipment selected in accordance with sample of organization requirements. 4.5 Office documents which includes general, semi confidential and confidential gathered and produced in accordance with sample of organization requirements. 4.6 Best practice complied in accordance with sample of organization requirements. 4.7 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
5. File office documents.	5.1 Types of filling system. 5.2 Filing procedure. 5.3 Recording procedure.	5.1 Identify filing process. 5.2 Sort type of document 5.3 Perform filing. 5.4 Record filed office document.	<u>ATTITUDE</u> 5.1 Compliance to office best practice.  <u>SAFETY</u> 5.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 5.1 Compliance to environmental regulation requirements.	5.1 Types of filing system listed out and explained. 5.2 Filing procedure described in accordance with sample of organization requirement. 5.3 Recording procedure described. 5.4 Filing process which includes coding, indexing, labelling and sorting selected in accordance with sample of organization requirements. 5.5 Coding, indexing and labelling confirmed in accordance with filing requirements. 5.6 Office documents which include general, semi confidential and confidential kept and record updated in accordance with sample of organization requirements. 5.7 Best practice complied in accordance with sample of organization requirements. 5.8 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
6. Maintain office documents.	6.1 Types of coding systems. 6.2 Office document maintenance procedure: <ul style="list-style-type: none"> <li>• Government Link Company (GLC)</li> <li>• Multinational company (MNC)</li> <li>• Small Medium Enterprise(SME).</li> </ul> 6.3 Reporting procedure.	6.1 Identify coding system. 6.2 Classify office document. 6.3 Prepare storage report.	<u>ATTITUDE</u> 6.1 Compliance to office best practice.  <u>SAFETY</u> 6.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 6.1 Compliance to environmental regulation requirements.	6.1 Types of coding system listed out and explained. 6.2 Office document maintenance procedure described in accordance with sample of organization requirement. 6.3 Office documents maintenance system selected in accordance with organization requirements. 6.4 Office documents which include general and confidential coded in accordance with sample of organization requirements. 6.5 Storage report updated and generated in accordance with sample of organization requirements. 6.6 Best practice complied in accordance with sample of organization requirements. 6.7 Safety and environmental requirements complied in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168
- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

### 15.7. Staff Administration Supervision

SECTION	(N) Administrative and Support Service Activities		
GROUP	(821) Office Administrative and Support Activities		
AREA	Office Operation		
NOSS TITLE	Office Administration		
COMPETENCY UNIT TITLE	Staff Administration Supervision		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to supervise office administration ensuring smooth office workflow, motivate staff and monitor budget in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Conduct in-house training.</li> <li>2. Perform staff appraisal.</li> <li>3. Monitor office waste disposal.</li> <li>4. Prepare section budget.</li> <li>5. Conduct staff meeting/briefing.</li> <li>6. Monitor occupational health, safety, security and environment implementation.</li> <li>7. Monitor work flow and work progress.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	N821-001-3:2020-C07	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Conduct in-house	1.1 Staff training assessment	1.1 Asses staff needs. 1.2 Prepare training	<u>ATTITUDE</u> 1.1 Compliance to office	1.1 Staff training assessment requirement listed out and



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
training.	requirement: <ul style="list-style-type: none"> <li>• Types of training.</li> <li>• Method of training.</li> </ul> 1.2 Training arrangements. 1.3 Technique of delivery. 1.4 Training evaluation method.	requirements. 1.3 Deliver training. 1.4 Evaluate training effectiveness.	best practice.  <u>SAFETY</u> 1.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 1.1 Compliance to environmental regulation requirements.	explained. 1.2 Training arrangement explained. 1.3 Technique of delivery explained. 1.4 Training evaluation method described. 1.5 Staff training needs identified and prioritized. 1.6 Training requirement which includes venue, date, refreshment, time, and number of participants confirmed. 1.7 training methodology adopted and conveyed to participant. 1.8 Participant feedback obtained and summarized in accordance with sample of organization requirements. 1.9 Best practice complied in accordance with sample of organization requirements. 1.10 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Perform staff appraisal.	2.1 Appraised staff information requirement. 2.2 Compilation documentation procedure. 2.3 Method of staff appraisal. 2.4 Reporting procedure.	2.1 Gather staff information. 2.2 Review staff performance. 2.3 Fill up appraisal form. 2.4 Check staff appraisal progress.	<u>ATTITUDE</u> 2.1 Compliance to office best practice.  <u>SAFETY</u> 2.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 2.1 Compliance to environmental regulation requirements.	2.1 Appraised staff information requirement explained. 2.2 Compilation documentation procedure described. 2.3 Method of staff appraisal described. 2.4 Staff information acquired from human resources. 2.5 Key performance indicator of staff updated. 2.6 Appraisal form completed and staff appraisal progress checked in accordance with sample of organization requirements. 2.7 Best practice complied in accordance with sample of organization requirements. 2.8 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Monitor office waste disposal.	3.1 Types of waste. <ul style="list-style-type: none"> <li>• Recycle waste.</li> <li>• Digital waste.</li> </ul> 3.2 Method of disposal. 3.3 Process of disposal. 3.4 Reporting process.	3.1 Obtain disposal requirement. 3.2 Determine disposal method. 3.3 Notify vendor. 3.4 Check disposal process. 3.5 Report disposal activities.	<u>ATTITUDE</u> 3.1 Compliance to office best practice.  <u>SAFETY</u> 3.1 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 3.1 Compliance to environmental regulation requirements.	3.1 Type of waste listed out and explained. 3.2 Method and process of disposal described. 3.3 Waste disposal requirements which include product/items, disposal method and location confirmed in accordance with sample of organization requirements. 3.4 Disposal vendor acknowledge and process completed. 3.5 Waste disposal activities produced. 3.6 Best practice complied in accordance with sample of organization requirements. 3.7 Safety and environmental requirements complied in accordance with local authority requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Prepare section budget.	4.1 Office work flow. 4.2 Budgeting method. 4.3 Budgeting process. 4.4 Reporting process.	4.1 Obtain budget plan. 4.2 Check work process. 4.3 Draft section budget. 4.4 Submit section budget for approval.	<u>ATTITUDE</u> 4.1 Compliance to office best practice.  <u>SAFETY</u> 4.2 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 4.1 Compliance to environmental regulation requirements.	4.1 Office work flow explained. 4.2 Budgeting method and process described in accordance with sample of organization requirement. 4.3 Budget plan allocation identified. 4.4 Section budget allocation draft submitted for approval. 4.5 Budgeting related documents compiled and recorded in accordance with sample of organization requirements. 4.6 Best practice complied in accordance with sample of organization requirements. 4.7 Safety and environmental requirements complied in accordance with local authority requirements.
5. Conduct staff meeting/briefing.	5.1 Staff meetings/briefing requirement: <ul style="list-style-type: none"> <li>• Types.</li> <li>• Process.</li> </ul> 5.2 Meetings/briefing arrangements. 5.3 Technique of	5.1 Identify meeting/briefing requirement. 5.2 Identify target group. 5.3 Deliver meeting/briefing. 5.4 Prepare report	<u>ATTITUDE</u> 5.1 Compliance to office best practice.  <u>SAFETY</u> 5.1 Compliance to office safety, health and environment	5.1 Staff meeting/briefing requirement listed out and explained. 5.2 Meeting/ briefing arrangement described in accordance with organization requirement. 5.3 Minute of requirement listed out and explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	delivery. 5.4 Minutes of meeting requirement.	meeting/briefing requirement. 5.5 Submit report for acknowledgment.	requirements. <u>ENVIRONMENT</u> 5.1 Compliance to environmental regulation requirements.'	5.4 Type of meeting/briefing requirement which includes staff and department meeting confirmed. 5.5 Meeting/briefing conveyed to target group. 5.6 Meeting/briefing report produced and forwarded to instructor in accordance with sample of organization requirements.  5.7 Best practice complied in accordance with sample of organization requirements. 5.8 Safety and environmental requirements complied in accordance with local authority requirements.
6. Monitor occupational health, safety, security and environment implementation.	6.1 Regulation Acts. 6.2 Implementation procedure. 6.3 Assessment procedure. 6.4 Reporting process.	6.1 Obtain occupational health, safety, security and environment implementation guidelines. 6.2 Check occupational health, safety,	<u>ATTITUDE</u> 6.1 Compliance to office best practice,  <u>SAFETY</u> 6.1 Compliance to office safety, health and environment	6.1 Regulation Acts listed out and explained. 6.2 Implementation and assessment procedure described. 6.3 Occupational health, safety, security and environment implementation guidelines

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		<p>security and environment implementation requirements.</p> <p>6.3 Identify occupational health, safety, security and environment implementation working group.</p> <p>6.4 Notify occupational health, safety, security and environment implementation requirement to working group.</p> <p>6.5 Assess occupational health, safety, security and environment implementation.</p> <p>6.6 Prepare occupational health, safety, security and environment implementation status report.</p>	<p>requirements.</p> <p><u>ENVIRONMENT</u></p> <p>6.1 Compliance to environmental regulation requirements.</p>	<p>acquired from instructor.</p> <p>6.4 Related guidelines for department identified and confirmed.</p> <p>6.5 Working group for occupational, safety, health and environment implementation formulated and work responsibilities acknowledged in accordance with sample of organization requirements.</p> <p>6.6 Occupational health, safety, security and environment implementation success recorded and remedial action taken.</p> <p>6.7 Occupational health, safety, security and environment implementation status report produced.</p> <p>6.8 Best practice complied in accordance with sample of organization requirements.</p> <p>6.9 Safety and environmental requirements complied in accordance with local authority requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
7. Monitor work flow and work progress.	7.1 Office Work structure. 7.2 Office job description. 7.3 Work progress documentation. 7.4 Introduction to corporate governance 7.5 Reporting process.	7.1 Determine work flow and work progress structure. 7.2 Integrate work schedule with work flow. 7.3 Check work flow and work progress status. 7.4 Report work flow and work progress status.	<u>ATTITUDE</u> 7.1 Compliance to office best practice.  <u>SAFETY</u> 7.2 Compliance to office safety, health and environment requirements.  <u>ENVIRONMENT</u> 7.1 Compliance to environmental regulation requirements.	7.1 Office Work structure and office job description explained. 7.2 Work progress documentation explained. 7.3 Introduction to corporate governance explained. 7.4 Reporting process explained. 7.5 Company Standard Operating Procedure (SOP) interpreted. 7.6 Work flow and work progress structure acquired from instructor. 7.7 Sharing of work schedule with work flow acknowledge by instructor . 7.8 Work progress reviewed and reported in accordance with SOP and organization requirements 7.9 Best practice complied in accordance with sample of organization requirements. 7.10 Safety and environmental requirements complied in accordance with local authority requirements.





## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 John Harrison, 10th edition, 1996, Secretarial Duties, ISBN 9780582278448
- 2 Josephine Shaw, 2nd edition 1984, Administration in Business, ISBN 0712101861
- 3 Estelle Belle Hunter, 2010, Office Administration for organizations supervising, ISBN 1146982763
- 4 Pattie Odgers, 2005, Administrative Office Management, ISBN 9780538438575
- 5 Paul Smith, 4th edition, 2004, Marketing Communications, ISBN 9780749442651
- 6 McGraw-Hill/Irwin, 2nd edition, 2011, Business Communication, ISBN 9780073403168
- 7 Richard B. Chase, Nicholas J. Jacobs, F. Robert (2001) Operation Management For Competitive Advantage (Ninth), McGraw- Hill Education(Asia), ISBN 0-07-120680-9
- 8 James Stroman (2014) 5<sup>th</sup> edition, administrative assistant and secretary handbook AMACOM ISBN-10:9780814433522
- 9 NCS- Core Abilities latest edition.
- 10 Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## 16. Delivery Mode

The following are the **recommended** training delivery modes: -

KNOWLEDGE	SKILL
<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Group discussion</li> <li>• E-learning, self-paced</li> <li>• E-learning, facilitate</li> <li>• Case study or Problem based learning (PBL)</li> <li>• Self-paced learning, non-electronic</li> <li>• One-on-one tutorial</li> <li>• Shop talk</li> <li>• Seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Simulation</li> <li>• Project</li> <li>• Scenario based training (SBT)</li> <li>• Role play</li> <li>• Coaching</li> <li>• Observation</li> <li>• Mentoring</li> </ul>

Skills training and skills assessment of trainees should be implemented in accordance with TEM requirements and actual situation.

**17. Tools, Equipment and Materials (TEM)****OFFICE ADMINISTRATION****LEVEL 3**

CU	CU CODE	COMPETENCY UNIT TITLE
C01	N821-001-3:2020-C01	Front Office Reception
C02	N821-001-3:2020-C02	Office Finance Handling
C03	N821-001-3:2020-C03	Office Procurement Handling
C04	N821-001-3:2020-C04	Office Inventory Handling
C05	N821-001-3:2020-C05	Office Logistic Handling
C06	N821-001-3:2020-C06	Office Documentation Preparation
C07	N821-001-3:2020-C07	Staff Administration Supervision

\* Items listed refer to TEM's **minimum requirement** for skills delivery only.

NO.	ITEM*	RATIO (TEM : Trainees or AR = As Required)						
		C01	C02	C03	C04	C05	C06	C07
<b>A. Tools</b>								
1	General office Stationery	1:1	1:1	1:1	1:1	1:1	1:1	1:1
<b>B. Equipment</b>								
1	Mock up office reception	1:25						
2	Mock up office administration		1:25	1:25	1:25	1:25	1:25	1:25
3	Telephone	1:5	1:5	1:5	1:5	1:5	1:5	1:5
4	Computer and peripherals	1:5	1:5	1:5	1:5	1:5	1:5	1:5
5	Internet connection	1:25	1:25	1:25	1:25	1:25	1:25	1:25
6	Scanner		1:5	1:5	1:5	1:5	1:5	1:5
7	Photocopy machine		1:25	1:25	1:25	1:25	1:25	1:25
8	Printer	1:5	1:5	1:5	1:5	1:5	1:5	1:5

9	Fax machine	1:25	1:25	1:25				
10	Binding machine						1:5	
11	Filing cabinet		1:25	1:25	1:25	1:25	1:25	1:25
12	LCD Projector					1:25		1:25
13	White board/flip chart					1:25		1:25
14	Labeler	1:25	1:25	1:25	1:25	1:25	1:25	1:25
15	Shredder		1:25	1:25	1:25		1:25	1:25
<b>C. Materials</b>								
1	Sample welcoming check list	1:1						
2	Sample of reception case study	1:1						
3	Sample of log book	1:1	1:1	1:1	1:1	1:1	1:1	1:1
4	Sample of SOP	1:1	1:1	1:1	1:1	1:1	1:1	1:1
5	Sample of book on ethics	1:25						
6	Sample of department directory	1:1	1:1	1:1	1:1	1:1	1:1	1:1
7	Sample of petty cash form		1:1					
8	Sample of bills		1:1					
9	Sample of payment voucher		1:1					
10	Sample of purchase requisition form			1:1	1:1			
11	Sample of purchase order			1:1	1:1			
12	Sample of quotation			1:1	1:1			
13	Sample of delivery order			1:1	1:1			
14	Sample of stock card			1:1	1:1			
15	Sample of inventory report				1:1			
16	Sample of equipment movement checklist				1:1			
17	Sample of travel and accommodation form					1:1		
18	Sample of agenda and minutes of meeting					1:1		1:1
19	Sample of appraisal form							1:1
20	Sample of disposal guidelines							1:1
21	Sample of disposal vendor checklist							1:1
22	Sample of section budget plan							1:1
23	Sample of related legislations (OSHA,PDPA,							1:25

	NASDA, MCMC etc.)							
24	Sample of work structure							1:1
25	Sample of job description							1:1

## 18. Competency Weightage

The following table shows the percentage of training priorities based on consensus made by the Standard Development Committee (SDC).

### OFFICE ADMINISTRATION LEVEL 3

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
N821-001-3:2020-C01	Front Office Reception	5%	1. Attend to visitor.	30%
			2. Handle office incoming/ outgoing communication.	25%
			3. Handle office incoming/ outgoing items.	25%
			4. Record front office reception activities.	20%
N821-001-3:2020-C02	Office Finance Handling	10%	1. Prepare petty cash.	25%
			2. Handle bills collection.	20%
			3. Handle payment vouchers.	25%
			4. Prepare office finance report summary.	30%
N821-001-3:2020-C03	Office Procurement Handling	15%	1. Prepare requisition form.	15%
			2. Handle incoming procurement documents.	20%
			3. Handle purchase items.	20%
			4. Coordinate procurement licensing renewal.	25%
			5. Record office procurement handling activities.	20%
N821-001-3:2020-C04	Office Inventory Handling	15%	1. Check office inventory availability.	15%
			2. Perform office inventory requisition.	20%
			3. Perform office inventory issuance.	20%

			4. Monitor office equipment's movement/transfer and maintenance.	10%
			5. Monitor expired/recycled office items.	10%
			6. Record inventory handling activities.	25%
N821-001-3:2020-C05	Office Logistic Handling	10%	1. Arrange staff travel and accommodation.	25%
			2. Coordinate dispatch assignment.	25%
			3. Coordinate meetings/ event arrangement.	25%
			4. Record logistic handling activities.	25%
N821-001-3:2020-C06	Office Documentation Preparation	30%	1. Produce office documents.	20%
			2. Register office documentation.	10%
			3. Print office documents.	20%
			4. Bind office documents.	10%
			5. File office documents.	30%
			6. Maintain office documents.	10%
N821-001-3:2020-C07	Staff Administration Supervision	15%	1. Conduct in-house training.	20%
			2. Perform staff appraisal.	10%
			3. Monitor office waste disposal.	10%
			4. Prepare section budget.	20%
			5. Conduct staff meeting/briefing.	20%
			6. Monitor occupational health, safety, security and environment implementation.	10%
			7. Monitor work flow and work progress.	10%
TOTAL PERCENTAGE (CORE COMPETENCY)		100%		

### Sample Calculation for Summary of Training Hours

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

#### OFFICE ADMINISTRATION

#### LEVEL 3

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
N821-001-3:2020-C01	Front Office Reception	1. Attend to visitor.	14	20	110	11
		2. Handle office incoming/ outgoing communication.	8	20		
		3. Handle office incoming/ outgoing items.	8	20		
		4. Record front office reception activities.	5	15		
N821-001-3:2020-C02	Office Finance Handling	1. Prepare petty cash.	16	40	230	23
		2. Handle bills collection.	15	30		
		3. Handle payment vouchers.	19	40		
		4. Prepare office	20	50		



		finance report summary.				
N821-001-3:2020-C03	Office Procurement Handling	1. Prepare requisition form.	11	40	330	33
		2. Handle incoming procurement documents.	17	50		
		3. Handle purchase items.	17	50		
		4. Coordinate procurement licensing renewal.	14	70		
		5. Record office procurement handling activities.	17	50		
N821-001-3:2020-C04	Office Inventory Handling	1. Check office inventory availability.	12	40	340	34
		2. Perform office inventory requisition.	17	50		
		3. Perform office inventory issuance.	19	50		
		4. Monitor office equipment's movement/ transfer and maintenance.	14	20		
		5. Monitor	14	20		

		expired/recycled office items.				
		6. Record inventory handling activities.	14	70		
N821-001-3:2020-C05	Office Logistic Handling	1. Arrange staff travel and accommodation.	18	40	230	23
		2. Coordinate dispatch assignment.	18	40		
		3. Coordinate meetings/ event arrangement.	18	40		
		4. Record logistic handling activities.	16	40		
N821-001-3:2020-C06	Office Documentation Preparation	1. Produce office documents.	24	110	670	67
		2. Register office documentation.	17	50		
		3. Print office documents.	25	110		
		4. Bind office documents.	17	50		
		5. File office documents.	59	141		
		6. Maintain office documents.	17	50		
N821-001-	Staff Administration	1. Conduct in-house training.	15	50	330	33

3:2020-C07	Supervision	2. Perform staff appraisal.	14	20		
		3. Monitor office waste disposal.	14	20		
		4. Prepare section budget.	15	50		
		5. Conduct staff meeting/briefing.	15	50		
		6. Monitor occupational health, safety, security and environment implementation.	14	20		
		7. Monitor work flow and work progress.	13	20		
		<b>TOTAL HOURS (CORE COMPETENCY)</b>				
<b>TOTAL HOURS OF COMPETENCY UNIT</b>					<b>2240</b>	
<b>TOTAL HOURS OF CORE ABILITIES</b>					<b>160</b>	
<b>TOTAL HOURS TRAINING DURATION</b>					<b>2400</b>	

The sample calculations performed are based on table in section 18 for delivery of level 3 training program at 2240 hours excluding delivery of core abilities

