



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(National Occupational Skills Standard)**

**SOCIAL WELFARE PRACTICE  
LEVEL 3**

**CC-014-3:2014**



**JABATAN PEMBANGUNAN KEMAHIRAN  
KEMENTERIAN SUMBER MANUSIA**

Department of Skills Development  
Ministry of Human Resources, Malaysia

Jabatan  
**KEBAJIKAN**  
Masyarakat



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## **STANDARD PRACTICE**

### **NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;**

#### **SOCIAL WELFARE PRACTICE**

#### **LEVEL 3**

### **1. INTRODUCTION**

Social welfare can be defined as the well-being of the entire society. It is concerned with the quality of life that includes availability of essential social services, as well as religious and spiritual aspects of life. The goal of social welfare is to fulfil the social, financial, health and recreational requirements of all individuals in a society. Social welfare seeks to enhance the social functioning of all age groups, both rich and poor.

(Source: Introduction to Social Work and Social Welfare – Empowering people)

#### **1.1 Occupation Overview**

A social welfare practitioner is a person who ensures social functioning of an individual, group and community. This job is related to networking and promoting social justice. Social welfare practitioners often encounter clients facing a social problem requiring a solution. These situations may include inadequate housing, unemployment, lack of job skills, financial distress, serious illness or disability, substance abuse, unwanted pregnancy, or antisocial behaviour. They also assist families that have serious conflicts, including those involving child or spousal abuse.

Social welfare practitioners practice in a variety of settings, including institutions, hospitals, rehabilitation centres, protection centres, public agencies, Non Government Organisations (NGO) and the Social Welfare department. Through direct advice and guidance, they help clients identify their concerns, consider solutions, and find resources. Often, they refer clients to specialists in various areas, including debt counselling, child care, elderly care, public assistance or drug rehabilitation programs. Social welfare practitioners typically arrange for services in consultation with clients, following through to assure the services are helpful. They may review eligibility requirements, fill out forms and applications, arrange for services, visit clients on a regular basis, and provide support during crises.

## **1.2 Justification and Rational of NOSS Development**

Social welfare practitioners who are skilful and trained are still in demand as this is a people-oriented sector. The Occupational Analysis for the Community Services in Malaysia which was carried out in the year 2012 shows that Social Welfare is one of the critical jobs required by the industry. Hence, the development of the Social Welfare NOSS would increase the number of skilled practitioners and may also ensure a clearer pathway in this job area. The NOSS serves as reference of standard competencies required by personnel in order to be deemed as a competent social welfare practitioner.

## **1.3 Authority and Regulatory / Statutory Body and Association Related to Industry**

Currently there are a number of authorities and regulators for the Social Welfare sector in Malaysia. They are as follows:

- i. Ministry of Women, Family and Community Development
- ii. Ministry of Health
- iii. Ministry of Education
- iv. Ministry of Human Resource
- v. National Registration Department of Malaysia
- vi. Immigration Department of Malaysia
- vii. National Security Council
- viii. Royal Malaysian Police
- ix. Fire & Rescue Department
- x. Attorney General's Chamber of Malaysia
- xi. Department of Islamic Development Malaysia

## **1.4 Training Programme Pre-Requisite**

Based on the workshop findings, it was decided that the minimum requirements for those interested to enrol for this programme are:

- i. Interested in Community Services and Voluntary Work
- ii. Must be of legal working age

## **2. OCCUPATIONAL STRUCTURE**

The development panel had concluded that the NOSS for this job area should start from Level 3 due to the requirement of 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.

### **2.1 Community Services Sector Occupational Structure (OS)**

The Community Services sector creates many job titles ranging from Malaysian Skills Certificate Level 3 up to Level 7 to serve all the determined sub-sectors. Social Welfare Services has been determined as one of the critical job areas under the Social Welfare sub-sector of the Community Services Sector.

The structured career path of Social Welfare Practice (Level 3) personnel under the job area of Social Welfare is shown in Figure 1.

### **2.2 Community Services Occupational Area Structure (OAS)**

The Occupational Area Structure of Social Welfare Practice (Level 3) personnel is illustrated in Figure 2. It can be seen that the job area focuses on Social Welfare Practice at Level 3, Social Welfare Coordination at Level 4 and Social Welfare Management at Level 5.

<b>SECTOR</b>	<b>COMMUNITY SERVICES</b>
<b>SUB SECTOR</b>	<b>SOCIAL WELFARE</b>
<b>JOB AREA</b>	<b>SOCIAL WELFARE SERVICES</b>
<b>JOB LEVEL</b>	
L5	Senior Social Welfare Practitioner
L4	Social Welfare Practitioner
L3	Junior Social Welfare Practitioner
L2	No Level
L1	No Level

Figure 1: The Occupational Structure of Social Welfare sub-sector

<b>SECTOR</b>	<b>COMMUNITY SERVICES</b>
<b>SUB SECTOR</b>	<b>SOCIAL WELFARE</b>
<b>JOB AREA</b>	<b>SOCIAL WELFARE SERVICES</b>
<b>JOB LEVEL</b>	
L5	Social Welfare Management
L4	Social Welfare Coordination
L3	Social Welfare Practice
L2	No Level
L1	No Level

Figure 2: The Occupational Area Structure of Social Welfare (Level 3) Personnel

### 3. DEFINITION OF COMPETENCY LEVEL

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

Sijil Kemahiran Malaysia (SKM) Tahap 1 (Malaysia Skills Certificate Level 1)	:	Competent in performing a range of varied work activities, most of which are routine and predictable
Sijil Kemahiran Malaysia (SKM) Tahap 2 (Malaysia Skills Certificate 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.
Sijil Kemahiran Malaysia (SKM) Tahap 3 (Malaysia Skills Certificate 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.
Diploma Kemahiran Malaysia (DKM) Tahap 4 (Malaysia Skills Diploma Level 4)	:	Competent in performing a broad range of complex technical or professional work activities, performed in a variety of contexts, and with substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Diploma Lanjutan Kemahiran Malaysia (DLKM) Tahap 5 (Malaysia Skills Advanced Diploma 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.

#### **4. MALAYSIAN SKILLS CERTIFICATION**

Candidates shall be awarded a Sijil Kemahiran Malaysia (SKM) in Social Welfare Practice Level 3 after they are assessed, verified and fulfilled the Sijil Kemahiran Malaysia requirements.

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

##### **5.1 Core Competencies**

The Social Welfare Practice (Level 3) personnel are competent in performing the following core competencies:

- Social Welfare Counter Services
- Welfare Services Case Investigation
- Client Supervision
- Social Welfare Program Implementation
- Relief Centre Operation

##### **5.2 Elective Competencies**

The Social Welfare Practice (Level 3) personnel do not have elective competencies, as the scope of the core competency covers the spectrum of competency required for Junior Social Welfare scope of work.

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

The social welfare practice personnel concentrate on detailed work for long periods and must be able to respond in critical conditions. Generally, social welfare practice personnel work according to schedule and are responsible to ensure that the clients are satisfied. He/she is also responsible to adhere to workplace safety Standard Operating Procedure and social work code of ethics. They may work individually or in a group with supervision by a superior. Personnel in this field of work are also required to be compassionate and possess helping skills, communication skills and interpersonal skills as required in the working environment for social welfare services.



## **7. EMPLOYMENT PROSPECTS**

The junior social welfare practitioner may be self-employed or employed by an organisation serving the social welfare practice in the community services sector and other related industry. Apprentices trained under this training occupation will be able to further their career or undergo advance training to be qualified as a social worker. The social condition of our community today increases the need for social welfare practitioners.

### **7.1 Employment Opportunities**

Other related occupations with respect to employment opportunities are:

- Medical Social Worker
- Prison Welfare Officer
- Non Government Organisation (NGO) Worker

### **7.2 List of Industries**

Other related industries with respect to employment opportunities are:

- Medical Services
- Enforcement and Rehabilitation
- Education / Training
- Manage Care Organisation (MCO)
- Non Government Organisation (NGO)

## **8. TRAINING INDUSTRIAL / PROFESSIONAL RECOGNITION, OTHER QUALIFICATIONS AND ADVANCEMENT**

### **8.1 Training**

It is recommended that additional training is undergone by SKM candidates specific to the various services in social welfare.

### **8.2 Industrial / Professional Recognition:**

Currently, a professional recognition for this particular job title is given by the industry itself.

## 9. SOURCES OF ADDITIONAL INFORMATION

- Ministry of Women, Family and Community Development  
Department of Social Welfare  
Level 6, 9-18, No 55,  
Persiaran Perdana, Presint 4,  
62100 Putrajaya  
Tel: 603-83231000  
Fax: 603-83232045  
Website: [www.jkm.gov.my](http://www.jkm.gov.my)
- Ministry of Housing & Local Government  
Fire and rescue Department of Malaysia  
Lebuh wawasan, Precint 7, 62250 Putrajaya  
Tel : 603-88880036/37/38/40  
Fax : 603-88880025  
Email : [korporat@bomba.gov.my](mailto:korporat@bomba.gov.my)
- Ministry of Health Malaysia  
Blok E1, E6 & E10 Kompleks E,  
Pusat Pentadbiran Kerajaan Persekutuan,  
62590 Putrajaya  
Tel : 603-8883 3888  
Fax : 603-8883 4888  
Email : [kkm@moh.gov.my](mailto:kkm@moh.gov.my)
- Social Institute of Malaysia  
Lot PT-13856,  
KM 6 Lebuhraya Kuala Lumpur – Seremban,  
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## 10. ACKNOWLEDGEMENT

The Director General of the Department of Skills Development (Jabatan Pembangunan Kemahiran (JPK)) would like to extend his gratitude to all organisations and individuals who have been involved in developing this standard.

## 11. NOSS DEVELOPMENT COMMITTEE MEMBERS

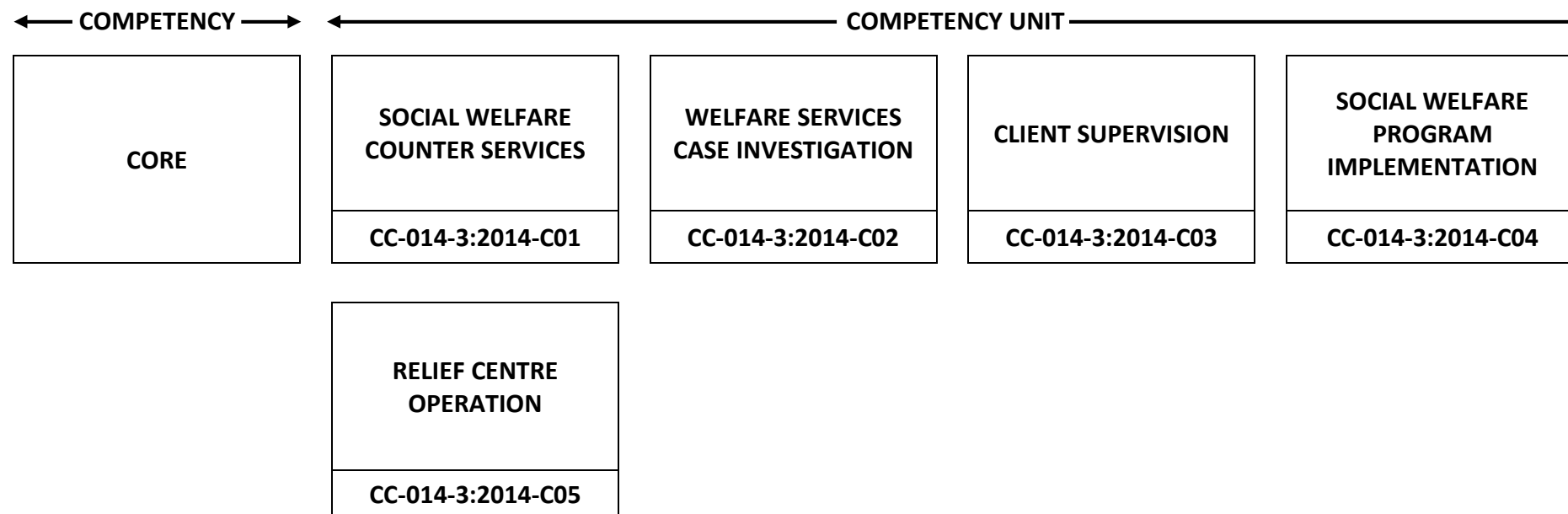
### COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND CURRICULUM OF COMPETENCY UNIT (CoCU) FOR

#### SOCIAL WELFARE PRACTICE (LEVEL 3)

<b>PANEL</b>		
1.	En.Mohd Fazari bin Mohd Salleh	Director, Planning & Development Division, Department of Social Welfare
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5.	Pn. Rosmaini binti Ahmad	Senior Assistant Director, Children Division, Department of Social Welfare
6.	En. Zaini bin Osman	Senior Assistant Director, Social Institute of Malaysia (ISM)
7.	Pn. Zainab binti Mohd Yusoff	Child Court Advisor, Kajang Magistrate's Court
8.	Pn. Zainon binti Ghazaley	Lecturer/Freelance, Social Institute of Malaysia (ISM)
<b>FACILITATOR</b>		
10.	Evarina binti Amiron	Professional & Technical Academy Sdn. Bhd.
<b>CO-FACILITATOR</b>		
11.	Norfadilah binti Ithnin	Professional & Technical Academy Sdn. Bhd.

## COMPETENCY PROFILE CHART (CPC)

<b>SECTOR</b>	<b>COMMUNITY SERVICES</b>		
<b>SUB SECTOR</b>	<b>SOCIAL WELFARE</b>		
<b>JOB AREA</b>	<b>SOCIAL WELFARE SERVICES</b>		
<b>NOSS TITLE</b>	<b>SOCIAL WELFARE PRACTICE</b>		
<b>JOB LEVEL</b>	<b>THREE (3)</b>	<b>NOSS CODE</b>	<b>CC-014-3:2014</b>



## COMPETENCY PROFILE (CP)

<b>SECTOR</b>	<b>COMMUNITY SERVICES</b>			
<b>SUB SECTOR</b>	<b>SOCIAL WELFARE</b>			
<b>JOB AREA</b>	<b>SOCIAL WELFARE SERVICES</b>			
<b>NOSS TITLE</b>	<b>SOCIAL WELFARE PRACTICE</b>			
<b>JOB LEVEL</b>	<b>THREE (3)</b>	<b>NOSS CODE</b>	<b>CC-014-3:2014</b>	
<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>Work Activities</b>	<b>Performance Criteria</b>
1. Social Welfare Counter Services	CC-014-3:2014 C01	<p>Social Welfare Counter Services is a frontline service of receiving information and complaints from clients.</p> <p>The person who is competent in this CU shall be able to provide social welfare counter services, screen information and complaints, perform sorting of service application and escalate service application to relevant unit</p> <p>The outcome of this competency is to obtain complete initial client information and to ensure client's satisfaction is achieved.</p>	<p>1. Provide social welfare counter services</p> <p>2. Screen information and complaints</p> <p>3. Perform sorting of service application</p>	<p>1.1 Organisational function knowledge interpreted</p> <p>1.2 Services application form determined</p> <p>1.3 Application and complaints recorded</p> <p>1.4 Acknowledgement of application verified</p> <p>2.1 Client information and complaints interpreted</p> <p>2.2 Service needs determined</p> <p>2.3 Relevant information given to client</p> <p>3.1 Service category determined</p> <p>3.2 Service application form filtered according to</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			4. Escalate service application to relevant unit	category 3.3 Service application category confirmed and recorded 4.1 Sorted application and complaints referred 4.2 Acknowledgement of application verified by relevant unit 4.3 Application and complaints record updated
2. Welfare Services Case Investigation	CC-014-3:2014 C02	<p>Welfare Services Case Investigation is the process of gathering information to assess the client's situation in order to determine the concern and needs of the client.</p> <p>The person who is competent in this CU shall be able to prepare case investigation requirement, record client particulars and initial information, verify case details with previous record, conduct interview with client, conduct home visit to verify case situation and prepare case investigation</p>	1. Prepare case investigation requirement  2. Record client particulars and initial information	1.1 Service application form determined 1.2 Previous record location determined 1.3 Investigation Standard Operating Procedure (SOP) determined  2.1 Referral obtained from various sources such as walk in, hotline, mass media, telephone calls and email, NGO's and other agencies 2.2 Complete client particulars (family details, financial

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		<p>report</p> <p>The outcome of this competency unit is to ensure appropriate welfare service is given to the client according to client needs.</p>	<p>3. Verify case details with previous record</p> <p>4. Conduct interview with client</p>	<p>status, social information) filled into service application form</p> <p>2.3 Copies of support documents collected</p> <p>2.4 Superior instruction on case interpreted</p> <p>3.1 Previous record obtained</p> <p>3.2 Case details compared with previous records</p> <p>3.3 Previous file updated for same client</p> <p>3.4 New file opened for new client</p> <p>4.1 Location, technique and interviewees determined</p> <p>4.2 Focus area of interview determined</p> <p>4.3 Interview method applied</p> <p>4.4 Interview session carried out</p> <p>4.5 Details of interview recorded throughout the session</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			<p>5. Conduct home visit to verify case situation</p> <p>6. Prepare case investigation report</p>	<p>5.1 Location, date and time of home visit confirmed</p> <p>5.2 Focus area of observation determined</p> <p>5.3 Focus area of observation assessed</p> <p>5.4 Observation findings compared to previous information collected during interviews</p> <p>6.1 Interview and observation findings sorted according to focus area</p> <p>6.2 Interview and observation findings diagnosed</p> <p>6.3 Recommendation of required welfare service justified in report</p> <p>6.4 Case investigation report submitted to superior for approval</p>



CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
3. Client Supervision	CC-014-3:2014 C03	<p>Client Supervision is the process of supervising and ensuring that the client's objectives and plans are achieved.</p> <p>The person who is competent in this CU shall be able to prepare client supervision requirement, carry out supervision of client, assess clients progress and update client progress report.</p> <p>The outcome of this competency is to ensure the client follows the set plans and objectives.</p>	<p>1. Prepare client supervision requirement</p> <p>2. Carry out supervision of client</p> <p>3. Assess clients progress</p>	<p>1.1 Period of supervision schedule checked</p> <p>1.2 Client objectives and plans identified</p> <p>1.3 Indicator to measure objectives and plans determined</p> <p>1.4 Tools to measure client progress determined</p> <p>1.5 Method of supervision selected according to client requirement</p> <p>2.1 Location, date and time of home visit confirmed</p> <p>2.2 Focus area of supervision determined</p> <p>2.3 Supervision session conducted</p> <p>2.4 Focus area of supervision assessed</p> <p>3.1 Clients progress measured against indicator scale</p> <p>3.2 Clients progress ascertained</p> <p>3.3 Client development progress evaluated</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			4. Update client progress report	4.1 Client progress summarised in report 4.2 Recommendation highlighted in supervision report 4.3 Progress report prepared 4.4 Progress report submitted to superior for review
4. Social Welfare Program Implementation	CC-014-3:2014 C04	<p>Social Welfare Program Implementation is a process to carry out the social welfare program plan set by the organisation</p> <p>The person who is competent in this CU shall be able to prepare program implementation requirements, carry out program implementation, assess program implementation and update progress of program implementation report</p> <p>The outcome of this competency is to ensure the program implementation achieved its objectives in accordance with</p>	1. Prepare program implementation requirements  2. Carry out program implementation	1.1 Program objectives and plans interpreted 1.2 Target group determined 1.3 Indicator to measure progress determined 1.4 Duration of program schedule checked 1.5 Tools to measure program progress determined 1.6 Details of implementation documented according to program requirement  2.1 Location and duration of program confirmed 2.2 Participation of target group of acquired 2.3 Resources mobilised and utilised

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		Standard Operating Procedure (SOP)	<p>3. Assess program implementation</p> <p>4. Update progress of program implementation report</p>	<p>2.4 Program activities implemented according to program objectives and plan</p> <p>3.1 Program implementation progress measured against measurement and indicator scale</p> <p>3.2 Program implementation progress ascertained</p> <p>3.3 Program implementation progress and outcomes evaluated</p> <p>4.1 Program implementation summarised in report</p> <p>4.2 Recommendation and issues highlighted in program implementation report</p> <p>4.3 Program implementation report prepared</p> <p>4.4 Program implementation report submitted to superior for review</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
5. Relief Centre Operation	CC-014-3:2014 C05	<p>Relief Centre Operation is a service responding to the needs and safety of the evacuees</p> <p>The person who is competent in this CU shall be able to prepare relief centre operation requirement, carry out evacuees registration, distribute basic necessities to evacuee, inspect relief centre basic necessities delivery, assess relief centre operation and update progress of relief centre report</p> <p>The outcome of this competency is to ensure evacuees safety and basic necessities provided according to Standard Operating Procedure (SOP) under the National Security Council Directive (NSC) No. 20 (<i>Arahan Majlis Keselamatan Negara (MKN) No. 20</i>) Policy and Disaster Management and Relief Mechanism (<i>Dasar dan Mekanisma Pengurusan Bencana Negara, Semakan 30 Mac 2012</i>)</p>	<ol style="list-style-type: none"> <li>1. Prepare relief centre operation requirement</li> <li>2. Carry out evacuee registration</li> <li>3. Distribute basic necessities to evacuee</li> <li>4. Inspect relief centre basic necessities delivery</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Requirements for relief centre determined</li> <li>1.2 Condition of relief centre ascertained</li> <li>1.3 Preparation of resources and facilities requirements for relief centre carried out</li> <li>1.4 Support team mobilised</li> <li>2.1 Registration form filled up</li> <li>2.2 Registration form verified</li> <li>2.3 Evacuees statistic prepared</li> <li>2.4 Evacuees statistic reported to superior</li> <li>3.1 Food and water, shelter, safety needs and clothes determined</li> <li>3.2 Basic necessities segregated according to evacuees statistic</li> <li>3.3 Basic necessities delivered</li> <li>4.1 Distribution form determined</li> <li>4.2 Basic necessities checked according to distribution form</li> </ol>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			<p>5. Assess relief centre operation</p> <p>6. Update progress of relief centre operation report</p>	<p>4.3 Distribution form verified by head of relief centre</p> <p>5.1 Relief centre operation ascertained</p> <p>5.2 Sufficient supply of basic necessities confirmed</p> <p>5.3 Basic necessities status reported to superior</p> <p>6.1 Relief centre operation progress summarised in report</p> <p>6.2 Recommendation highlighted in relief centre operation report</p> <p>6.3 Relief centre operation progress report prepared</p> <p>6.4 Relief centre operation progress report submitted to superior for review</p>

### CURRICULUM of COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	<b>SOCIAL WELFARE</b>						
<b>Job Area</b>	<b>SOCIAL WELFARE SERVICES</b>						
<b>NOSS Title</b>	<b>SOCIAL WELFARE PRACTICE</b>						
<b>Competency Unit Title</b>	<b>SOCIAL WELFARE COUNTER SERVICES</b>						
<b>Learning Outcome</b>	<p>The person who is competent in social welfare counter services shall be able to obtain complete initial client information and to ensure clients satisfaction achieved in accordance with to Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Provide social welfare counter services</li> <li>• Screen information and complaints</li> <li>• Perform sorting of service application</li> <li>• Escalate service application to relevant unit</li> </ul>						
<b>Competency Unit ID</b>	CC-014-3:2014 C01	<b>Level</b>	3	<b>Training Duration</b>	100 Hours	<b>Credit Hours</b>	10
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>	
1. Provide social welfare counter services	i. Physical appearance of counter, such as: <ul style="list-style-type: none"> <li>• Attractive</li> <li>• Clean</li> <li>• Comfortable Environment</li> </ul> ii. Functions of organisation iii. Types of application form according to service required iv. Preparation of record book v. Acknowledgement of complaints and communication at counter			5 Hours	Lecture, Group Discussion	i. Organisational functions explained ii. Appearance of counter upkeep demonstrated iii. Various application forms explained iv. Evidence in record book interpreted v. Recording of acknowledgement demonstrated and explained	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Organisation chart					
		i. Determine organisational function ii. Identify services application form iii. Record application and complaints iv. Acknowledge application and complaint received	<u>Attitude:</u> i. Courteous and empathetic when receiving complaints ii. Systematic when sorting service applications	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	
2. Screen information and complaints	i. Verification of application and complaints ii. Relevant information iii. Communication technique iv. Types of services, such as: <ul style="list-style-type: none"> <li>• Information</li> <li>• Application</li> <li>• Complaints</li> </ul>			10 hours	Lecture, Group Discussion	i. Clients information and complaints determined ii. Application and complaints form filled according to requirements iii. Service required determined iv. Other relevant information compiled
		i. Identify clients information and complaints ii. Determine clients information and complaints iii. Interpret and categorise application and complaints iv. Fill in application and complaints form	<u>Attitude:</u> i. Friendly and courteous towards client ii. Respectful of client iii. Resourceful iv. Hospitality applied when entertaining client requests	20 Hours	Demonstration, Case Study, Mentoring, E-Learning	v. Response to clients demonstrated and explained

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>v. Identify service required</li> <li>vi. Acquire other relevant information</li> <li>vii. Record clients information and complaints</li> <li>viii. Respond to client application and complaints with basic information</li> </ul>				
3. Perform sorting of service application	<ul style="list-style-type: none"> <li>i. Service of organisation</li> <li>ii. Management of application and complaints</li> <li>iii. Recording technique</li> </ul>			10 hours	Lecture, Group Discussion	<ul style="list-style-type: none"> <li>i. Application and complaints obtained</li> <li>ii. Service category determined</li> </ul>
		<ul style="list-style-type: none"> <li>i. Acquire application and complaints form</li> <li>ii. Identify service category</li> <li>iii. Sort application and complaints according to category</li> <li>iv. Compile application and complaints form according to relevant unit</li> <li>v. Confirm category of application and complaints</li> <li>vi. Record category of application and complaints</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Meticulous in sorting application and complaints</li> <li>ii. Organised when sorting applications and complaints</li> <li>iii. Apply systematic filing and documentation process</li> </ul>	20 Hours	Demonstration, Case Study, Mentoring, E-Learning	<ul style="list-style-type: none"> <li>iii. Application and complaints form segregated according to category</li> <li>iv. Recording and confirmation of service application and complaints category demonstrated and explained</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Ensure confidentiality of service application and complaints ii. Ensure forms and relevant documents are stored safely			
4. Escalate service application to relevant unit	i. Relevant unit, such as: <ul style="list-style-type: none"> <li>• Children (according to the Child Act 2001)</li> <li>• Person With Disabilities (PWD's)</li> <li>• Elderly</li> <li>• Destitute persons (according to the Destitute Persons Act 1977)</li> <li>• Family (women and girls, single parents, victims of domestic violence, the poor and people with problems)</li> <li>• Victims of natural disaster</li> <li>• Voluntary welfare organisations</li> </ul> ii. Procedure and process of escalation			5 Hours	Lecture, Group Discussion	i. The relevant personnel determined ii. The relevant unit determined iii. Referred application and complaints forwarded to relevant personnel and unit iv. Application and complaints acknowledged by receiving personnel and department v. Record of application and complaints follow up and response

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Identify the relevant unit and personnel</li> <li>ii. Forward referred application and complaints to relevant personnel and unit</li> <li>iii. Receive acknowledgement from relevant unit</li> <li>iv. Follow up and response to applications and complaints recorded</li> <li>v. Update record of application and complaints</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Prompt in submitting application and complaints</li> <li>ii. Responsible</li> <li>iii. Adhere to Standard Operating Procedure (SOP) organisation administration</li> </ul>	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	updated

## Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedure and processes</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>02.10 Prepare report and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.02 Demonstrate integrity and apply ethical practices</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.05 Demonstrate safety skills</p> <p>03.06 Respond appropriately to people and situations</p> <p>03.07 Resolve interpersonal conflicts</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counselling</p> <p>03.13 Develop and maintain team harmony and resolve conflicts</p> <p>03.14 Facilitate and coordinate teams and ideas</p> <p>03.16 Identify and assess client/customer needs</p> <p>04.06 Allocate work</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership skills</li> </ol>

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Service application form	1:1
2. Stationery	1:1
3. Standard Operating Procedure (SOP)	1:1
4. Record Book	1:1
5. Queue number machine	1:25
6. Telephone	1:1
7. Computer with internet connection	1:1

### REFERENCES

1. Louise c. Johnson (University of South Dakota) & Stephen J. Yanca (Saginaw Valley State University). *Social Work Practice & Generalist Approach*. ISBN 0-205-38-119-7
2. Brenda Du Bois. (ST. Ambro SE University), & Karla Krogsrud Miley, (Black Hawk College). *Social Works an Empowering Profession*. ISBN 0-205-40180-5
3. Zastrow, C. (1999). *Introduction to social work and social welfare*. Seventh edition. Wadsworth Publishing Company. ISBN -0-534-36698-8
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**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>Sub Sector</b>	<b>SOCIAL WELFARE</b>						
<b>Job Area</b>	<b>SOCIAL WELFARE SERVICES</b>						
<b>NOSS Title</b>	<b>SOCIAL WELFARE PRACTICE</b>						
<b>Competency Unit Title</b>	<b>WELFARE SERVICES CASE INVESTIGATION</b>						
<b>Learning Outcome</b>	<p>The person who is competent in welfare services case investigation shall be able to ensure appropriate welfare service is given to the client according to client needs in accordance with to Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Prepare case investigation requirement</li> <li>• Record client particulars and initial information</li> <li>• Verify case details with previous record</li> <li>• Conduct interview with client</li> <li>• Conduct home visit to verify case situation</li> <li>• Prepare case investigation report</li> </ul>						
<b>Competency Unit ID</b>	CC-014-3:2014 C02	<b>Level</b>	3	<b>Training Duration</b>	240 Hours	<b>Credit Hours</b>	24
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>	
1. Prepare case investigation requirement	i. Details of service application form ii. Types of record, such as: <ul style="list-style-type: none"> <li>• Observation record</li> <li>• Checklist</li> <li>• Log book</li> </ul> iii. Location of previous record iv. Index of filing record v. Investigation Standard Operating Procedure (SOP)			6 Hours	Lecture, Group Discussion	i. Service application form explained ii. Previous record location confirmed iii. Investigation Standard Operating Procedure (SOP) explained	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify service application form ii. Identify previous record location iii. Interpret investigation Standard Operating Procedure (SOP)	<u>Attitude:</u> i. Systematic when searching previous record ii. Patient when searching previous record	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	
2. Record client particulars and initial information	i. List of referral, such as; <ul style="list-style-type: none"> <li>• Walk in</li> <li>• Hotline</li> <li>• Mass media</li> <li>• Telephone calls</li> <li>• Email</li> <li>• NGO's</li> <li>• Other agencies</li> <li>• etc</li> </ul> ii. Client particulars <ul style="list-style-type: none"> <li>• Family details</li> <li>• Financial status</li> <li>• Social information</li> </ul> iii. Types of supporting document, such as; <ul style="list-style-type: none"> <li>• Birth certificate</li> <li>• Marriage certificate</li> <li>• Death certificate</li> <li>• Person With Disabilities (PWD) Identification card</li> <li>• Identification card</li> <li>• Pay slip</li> <li>• etc</li> </ul>			10 hours	Lecture, Group Discussion	i. Referral from various sources explained and listed out ii. Complete client particulars explained and listed out iii. Copies of support document obtained iv. Superior instruction on case explained

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Acquire referral from various resources ii. Fill up client particulars iii. Gather copies of supporting document iv. Interpret superior instruction	<u>Attitude:</u> i. Meticulous in recording client particulars ii. Maintain confidentiality client's information	30 Hours	Demonstration, Case Study, Mentoring, E-Learning	
3. Verify case details with previous record	i. Previous case investigation details ii. File management, such as; <ul style="list-style-type: none"> <li>• Updating file</li> <li>• Opening new file</li> </ul>			12 hours	Lecture, Group Discussion	i. Previous record interpreted ii. Case details explained iii. Previous file for the same client checked iv. New file for new client carried out
		i. Acquire previous record ii. Distinguish case details iii. Update previous file for the same client iv. Open new file for new client	<u>Attitude:</u> i. Meticulous in comparing case details with previous record ii. Non prejudice when verifying case details	40 hours	Demonstration, Case Study, Mentoring, E-Learning	
4. Conduct interview with client	i. Location of interview ii. Interview technique iii. Focus area of interview iv. Recording technique			12 hours	Lecture, Group Discussion	i. Location and interview technique explained ii. Focus area of interview listed out iii. Interview method selected and explained iv. Interview session arranged
		i. Identify location and interview technique ii. Identify focus area of interview iii. Arrange interview session iv. Execute interview	<u>Attitude:</u> i. Acceptance of client/individual ii. Non judgemental towards client	40 hours	Demonstration, Case Study, Mentoring, E-Learning	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		session v. Record details of interviews	iii. Respect client iv. Maintain confidentiality v. Empathetic towards client			v. Interview with client performed vi. Details of interview filled up according to format
5. Conduct home visit to verify case situation	i. Areas of observation, such as; <ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Face expression</li> <li>• Family condition</li> <li>• etc</li> </ul> ii. Schedule of home visit iii. Client self development			15 hours	Lecture, Group Discussion	i. Home address listed out ii. Location of home visit selected iii. Schedule of home visit prepared iv. Home visit performed
		i. Identify home address ii. Determine location of home visit iii. Determine schedule of home visit iv. Execute home visit v. Observe home condition vi. Observe home environment	<u>Attitude:</u> i. Friendly when conducting home visit ii. Patient in researching location home visit iii. Respect the residents privacy	45 hours	Demonstration, Case Study, Mentoring, E-Learning	v. Home condition examined vi. Home environment examined vii. Observation findings checked against previous information collected during interviews



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
6. Prepare case investigation report	i. Types of report formats, such as; <ul style="list-style-type: none"> <li>• Checklist</li> <li>• Verbal</li> <li>• Written form</li> </ul> ii. Organisation chart iii. Procedure of report submission			5 Hours	Lecture, Group Discussion	i. Interview and observation findings organised ii. Interview and observation findings assessed and explained iii. Case investigation report prepared iv. Welfare assistance recommended and justified in report v. Case investigation report submission to superior performed
		i. Determine report format ii. Compile observation findings iii. Produce case investigation report iv. Recommend required welfare service v. Submit case investigation report	<u>Attitude:</u> i. Comprehensive in writing report ii. Prompt in submitting report	10 Hours	Demonstration, Case Study, Mentoring, E-Learning	

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedure and processes 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.10 Prepare report and instructions 02.11 Convey information and ideas to people 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.16 Identify and assess client/customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. Application form	1:1
2. Stationery	1:1
3. Standard Operating Procedure (SOP)	1:1
4. Record Book	1:1
5. Recorder	1:1
6. Investigation file	1:1

**REFERENCES**

1. David P. Moxley. (1988). The practice of case management. Library of Congress Cataloging in Publication Data. ISBN 0-8039-3205-7
2. Stephen M. Rose (1992). Case management & social work practice. Logman. ISBN 080130332X, 9780801303326
3. Austin, David M. (2002). Human services management. Columbia University Press. ISBN 0-231-10836-2
4. Frankel, Arthur J. & Gelman, Sheldon R. (1998). Case management: an introduction to concepts and skills.

### CURRICULUM of COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	<b>SOCIAL WELFARE</b>						
<b>Job Area</b>	<b>SOCIAL WELFARE SERVICES</b>						
<b>NOSS Title</b>	<b>SOCIAL WELFARE PRACTICE</b>						
<b>Competency Unit Title</b>	<b>CLIENT SUPERVISION</b>						
<b>Learning Outcome</b>	<p>The person who is competent in client supervision shall be able to ensure the client follows the set plans and objectives in accordance with to Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Prepare client supervision requirement</li> <li>• Carry out supervision of client</li> <li>• Assess clients progress</li> <li>• Update client progress report</li> </ul>						
<b>Competency Unit ID</b>	CC-014-3:2014 C03	<b>Level</b>	3	<b>Training Duration</b>	160 Hours	<b>Credit Hours</b>	16
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>	
1. Prepare client supervision requirement	i. Purpose of assessment from social welfare perspective ii. Supervision management techniques iii. Location of previous record iv. Supervision schedule elements and format v. Indicator measuring technique vi. Method of supervision, such as: <ul style="list-style-type: none"> <li>• Observation</li> <li>• Coaching</li> <li>• Teaching</li> </ul>			5 Hours	Lecture, Group Discussion	i. Client supervision explained ii. Supervision schedule acquired iii. Indicator to measure objectives and plans identified iv. Tools to measure client progress identified v. Method of supervision chosen and justified	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Consultation</li> <li>• Evaluation</li> <li>• Mentoring</li> </ul>					
		<ul style="list-style-type: none"> <li>i. Interpret purpose of assessment from social welfare perspective</li> <li>ii. Identify client supervision requirement</li> <li>iii. Check supervision schedule</li> <li>iv. Determine indicator to measure objectives and plans</li> <li>v. Determine tools to measure client progress</li> <li>vi. Select method of supervision according to client requirement</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Meticulous in comparing case details with previous record</li> <li>ii. Honest in measuring client progress</li> <li>iii. systematic report writing</li> <li>iv. Maintain confidentiality client information</li> <li>v. Realistic</li> </ul>	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	
2. Carry out supervision of client	<ul style="list-style-type: none"> <li>i. Overview of supervision <ul style="list-style-type: none"> <li>• Purpose of these supervision</li> <li>• Standard professional supervision</li> </ul> </li> <li>ii. Location of supervision</li> <li>iii. Supervision technique</li> <li>iv. Focus area of supervision</li> <li>v. Interview technique <ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Questioning skills</li> </ul> </li> </ul>			15 hours	Lecture, Group Discussion	<ul style="list-style-type: none"> <li>i. Location of supervision determined</li> <li>ii. Supervision technique applied</li> <li>iii. Focus area of supervision confirmed</li> <li>iv. Supervision session organised</li> <li>v. Client interviewed using interview technique</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Attending skills</li> <li>vi. Recording technique</li> <li>vii. Evaluation progress development of client</li> </ul>					<ul style="list-style-type: none"> <li>vi. Client interview details recorded and explained</li> <li>vii. Recording interview details checked against focus area of supervision</li> </ul>
		<ul style="list-style-type: none"> <li>i. Identify location of supervision</li> <li>ii. Determine supervision technique</li> <li>iii. Identify focus area of supervision</li> <li>iv. Arrange supervision session</li> <li>v. Meet clients for supervision</li> <li>vi. Interview client</li> <li>vii. Record details of supervision</li> <li>viii. Review focus area of supervision</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Emphatic towards client</li> <li>ii. Honest in supervision</li> <li>iii. Responsible in recording supervision report</li> <li>iv. Accurate in assessment</li> </ul>	50 Hours	Demonstration, Case Study, Mentoring, E-Learning	
3. Assess clients progress	<ul style="list-style-type: none"> <li>i. Methods of assessment, such as: <ul style="list-style-type: none"> <li>• Formative assessment</li> <li>• Summative assessment</li> </ul> </li> <li>ii. Assessment constraints and factors of influence, such as: <ul style="list-style-type: none"> <li>• Model of practice</li> <li>• Agency purpose and mission</li> <li>• Philosophy</li> <li>• Agency contractual consideration</li> <li>• Client contractual</li> </ul> </li> </ul>			15 hours	Lecture, Group Discussion	<ul style="list-style-type: none"> <li>i. Method of assessment selected and explained</li> <li>ii. Indicator scale determined and explained</li> <li>iii. Clients progress monitoring demonstrated and explained</li> <li>iv. Client progress review and checking against indicator scale demonstrated and</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>consideration</li> <li>• Access</li> <li>• Time</li> <li>• Resources</li> </ul> iii. Details of measuring clients progress iv. Clients self development v. Motivation technique vi. Assessment record format					explained
		i. Identify method of assessment ii. Identify indicator scale to measure clients progress iii. Determine clients progress iv. Check client progress against indicator scale	<u>Attitude:</u> i. Non judgemental towards client ii. Non Prejudice when doing supervision iii. Honest in dealing with supervision activities iv. Emphatic towards client	40 hours	Demonstration, Case Study, Mentoring, E-Learning	
4. Update client progress report	i. Recording technique ii. Alternative welfare assistance iii. Types of report format, such as: <ul style="list-style-type: none"> <li>• Written form</li> <li>• Verbal</li> </ul> iv. Organisation chart v. Report submission procedures			5 Hours	Lecture, Group Discussion	i. Progress report compiled ii. Further action and required welfare assistance proposed according to clients requirement

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Summarise progress report</li> <li>ii. Recommend further action and required welfare assistance</li> <li>iii. Prepare progress report</li> <li>iv. Submit supervision report to superior</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Efficient in the process of supervision</li> <li>ii. Willing to contribute for the development of client</li> <li>iii. Committed in the process of supervision</li> </ul>	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	<ul style="list-style-type: none"> <li>iii. Progress report produced</li> <li>iv. Supervision report presented and submitted to superior</li> </ul>



## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedure and processes 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.10 Prepare report and instructions 02.11 Convey information and ideas to people 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.16 Identify and assess client/customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. Supervision form	1:1
2. Questionnaire form	1:1
3. Stationery	1:1
4. Standard Operating Procedure (SOP)	1:1
5. Record Book	1:1
6. Recorder	1:1
7. Investigation file	1:1

**REFERENCES**

1. Louise C. Johnson. (2004). Social work practice. Pearson education. ISBN 0-205-38119-7
2. Zastrow, C. Social work with group (Using the class as a Group Leadership). Thomson Learning. ISBN -0-534-52814-7
3. Zastrow, C. (1999). Introduction to social work and social welfare. Seventh edition. Weds worth Publishing Company. ISB -0-534-36698-8

### CURRICULUM of COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	<b>SOCIAL WELFARE</b>						
<b>Job Area</b>	<b>SOCIAL WELFARE SERVICES</b>						
<b>NOSS Title</b>	<b>SOCIAL WELFARE PRACTICE</b>						
<b>Competency Unit Title</b>	<b>SOCIAL WELFARE PROGRAM IMPLEMENTATION</b>						
<b>Learning Outcome</b>	<p>The person who is competent in social welfare program implementation shall be able to ensure the program implementation achieved its objectives in accordance with Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Prepare program implementation requirements</li> <li>• Carry out program implementation</li> <li>• Assess program implementation</li> <li>• Update progress of program implementation report</li> </ul>						
<b>Competency Unit ID</b>	CC-014-3:2014 C04	<b>Level</b>	3	<b>Training Duration</b>	150 Hours	<b>Credit Hours</b>	15
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>	
1. Prepare program implementation requirement	i. Objectives and plan of program ii. Categories of target group such as: <ul style="list-style-type: none"> <li>• Children (according to the Child Act 2001)</li> <li>• Person With Disabilities (PWD's)</li> <li>• Elderly</li> <li>• Destitute persons (according to the Destitute Persons Act 1977)</li> <li>• Family (women and girls, single parents, victims of domestic</li> </ul>			10 Hours	Lecture, Group Discussion	i. Program's objectives and plan determined and explained ii. Target group listed out iii. Duration of program schedule identified and schedule produced according to set schedule iv. Indicator to measure objective and plan documented and explained	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>violence, the poor and people with problems)</p> <ul style="list-style-type: none"> <li>• Victims of natural disaster</li> <li>• Voluntary welfare organisations</li> </ul> <p>iii. Measuring tools and indicators such as:</p> <ul style="list-style-type: none"> <li>• Milestone Key Performance Indicators (KPI)</li> <li>• Gantt Chart</li> <li>• Schedule milestones deliverables</li> <li>• Satisfaction indicator scale</li> </ul>					<p>v. Progress measurement tools documented and explained</p> <p>vi. Documentation for program implementation produced and explained</p>
		<p>i. Interpret program's objectives and plans</p> <p>ii. Identify target group</p> <p>iii. Confirm duration of program schedule</p> <p>iv. Identify indicator to measure objective and plan</p> <p>v. Carry out preparation of measurement indicator documentation</p> <p>vi. Identify tools suitable to measure program progress</p> <p>vii. Carry out preparation of tools to measure program progress</p>	<p><u>Attitude:</u></p> <p>i. Meticulous in identifying objectives and plan</p> <p>ii. Observant</p>	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		viii. Document implementation schedule and activities				
2. Carry out program implementation	i. Implementation activities ii. Categories of resources, such as: <ul style="list-style-type: none"> <li>• Manpower</li> <li>• Funds</li> <li>• Facilities and material</li> <li>• Etc.</li> </ul> iii. Types of program, such as: <ul style="list-style-type: none"> <li>• Protection and rehabilitation</li> <li>• Care and protection</li> <li>• Consultancy and advisory services</li> <li>• Counselling services</li> <li>• Management and evacuation centres</li> <li>• Financial Assistance</li> <li>• Etc.</li> </ul> iv. Problem solving techniques, such as: <ul style="list-style-type: none"> <li>• Understanding the problems</li> <li>• Devising a plan</li> <li>• Carrying out the plan</li> <li>• Looking back</li> </ul>			10 hours	Lecture, Group Discussion	i. Documentation of location and program schedule produced and explained ii. Involvement of participants ascertained iii. Arrangement of implementation requirements demonstrated and explained iv. Mobilisation and utilisation of resources for program implementation performed and explained v. Execution of program activities demonstrated according to program objectives and plan

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Confirm location, duration and time of program</li> <li>ii. Obtain participation and involvement of target group</li> <li>iii. Arrange program implementation requirements</li> <li>iv. Utilise and mobilise resources</li> <li>v. Execute implementation activities</li> <li>vi. Overcome issues in implementation using problem solving techniques</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Adhere to code of ethics</li> <li>ii. Creative in executing program activities</li> <li>iii. Responsible in implementation activities</li> </ul>	50 Hours	Demonstration, Case Study, Mentoring, E-Learning	
3. Assess program implementation	i. Evaluation based on indicators and measurement tools			10 hours	Lecture, Group Discussion	<ul style="list-style-type: none"> <li>i. Program implementation evaluated according to indicator scale</li> </ul>
		<ul style="list-style-type: none"> <li>i. Check program implementation with indicator scale</li> <li>ii. Interpret programs implementation progress</li> <li>iii. Compare program implementation progress with program implementation plan</li> <li>iv. Review implementation outcomes</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Non bias</li> <li>ii. Adhere to code of ethics</li> <li>iii. Observant</li> <li>iv. Open minded</li> </ul>	35 hours	Demonstration, Case Study, Mentoring, E-Learning	<ul style="list-style-type: none"> <li>ii. Comparison between program implementation progress against project implementation plan demonstrated and explained</li> <li>iii. Review of program implementation demonstrated and explained</li> <li>iv. Review of program</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Review solved issues and problems				outcomes demonstrated and explained v. Review of issues faced and overcome demonstrated and explained
4. Update progress of program implementation report	i. Types of report format, such as: • Written form • Verbal ii. Organisation chart iii. Procedure of report submission iv. Report writing			5 Hours	Lecture, Group Discussion	i. Report format selected and explained ii. Summary of program implementation included in report and explained iii. Recommendation of improvement included and explained in report iv. Issues faced during program implementation highlighted and explained in report v. Submission of program implementation report to superior demonstrated
		i. Determine types of report format ii. Compile program implementation assessment information iii. Recommend improvement to program implementation iv. Submit program implementation report	<u>Attitude:</u> i. Observant ii. Meticulous in preparing report iii. Non bias in producing report	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedure and processes 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.10 Prepare report and instructions 02.11 Convey information and ideas to people 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.16 Identify and assess client/customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills



**Tools, Equipment and Materials (TEM)**

ITEMS	RATIO (TEM : Trainees)
1. Sample of Standard Operating Procedure (SOP)	1:1
2. Sample of Program schedule	1:1
3. Sample of Indicator scale	1:1

**REFERENCES**

1. Louise C. Johnson. (2004). *Social work practice*. Pearson education. ISBN 0-205-38119-7
2. Zastrow, C. *Social work with group (Using the class as a Group Leadership)*. Thomson Learning. ISBN -0-534-52814-7
3. Zastrow, C. (1999). *Introduction to social work and social welfare*. Seventh edition. Weds worth Publishing Company. ISB -0-534-36698-8

## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	<b>SOCIAL WELFARE</b>						
<b>Job Area</b>	<b>SOCIAL WELFARE SERVICES</b>						
<b>NOSS Title</b>	<b>SOCIAL WELFARE PRACTICE</b>						
<b>Competency Unit Title</b>	<b>RELIEF CENTRE OPERATION</b>						
<b>Learning Outcome</b>	<p>The person who is competent in relief centre operation shall be able to ensure evacuees safety and basic necessities provided according to Standard Operating Procedure (SOP) under the National Security Council Directive (NSC) No. 20 (Policy and Disaster Management and Relief Mechanism (<i>Arahan Majlis Keselamatan Negara (MKN) No. 20 (Dasar dan Mekanisma Pengurusan Bencana Negara, Semakan 30 Mac 2012)</i>)). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Prepare relief centre operation requirement</li> <li>• Carry out evacuee registration</li> <li>• Distribute basic necessities to evacuee</li> <li>• Inspect relief centre basic necessities delivery</li> <li>• Assess relief centre operation</li> <li>• Update progress of relief centre operation report</li> </ul>						
<b>Competency Unit ID</b>	CC-014-3:2014 C05	<b>Level</b>	3	<b>Training Duration</b>	135 Hours	<b>Credit Hours</b>	13.5
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>	
1. Prepare relief centre operation requirement	i. Disaster management Standard Operating Procedure (SOP) ii. Details of resources, which include: <ul style="list-style-type: none"> <li>• Volunteer</li> <li>• Supplier</li> <li>• Base store</li> <li>• Support team</li> </ul> iii. Types of relief centre, such as: <ul style="list-style-type: none"> <li>• Community hall</li> </ul>			5 Hours	Lecture, Group Discussion	i. Disaster Management SOP explained ii. Details of resources determined iii. Types of relief centre explained and listed out iv. Preparation of Relief centre facilities and	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• School</li> <li>• etc</li> </ul> iv. Details of relief centre, which include: <ul style="list-style-type: none"> <li>• Location</li> <li>• Capacity</li> <li>• Facilities provided</li> </ul>					resources demonstrated and explained v. Mobilisation of support team demonstrated
		i. Interpret disaster management SOP ii. Identify relief centre requirements iii. Identify details of resources iv. Provide relief centre facilities and resources v. Arrange support team mobilisation	<u>Attitude:</u> i. Meticulous in identifying relief centre requirement ii. Proactive	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	
2. Carry out evacuee registration	i. Details of registration form ii. Evacuation statistic details such as : <ul style="list-style-type: none"> <li>• Gender</li> <li>• Age group</li> <li>• Condition (injured/deceased)</li> <li>• Etc.</li> </ul> iii. Format of registration form			10 Hours	Lecture, Group Discussion	i. Confirmation of Head of community demonstrated and explained ii. Evacuee registration form filled up according to format iii. Verification from head of community obtained
		i. Determine head of community for verification ii. Fill up evacuee registration form iii. Acquire verification from head of community	<u>Attitude:</u> i. Patient when carried out registration ii. Meticulous in recording evacuators particular	35 Hours	Demonstration, Case Study, Mentoring, E-Learning	iv. Evacuees statistic produced v. Data extracted from evacuation

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Prepare evacuees statistic v. Compute data from statistic	iii. Integrity iv. Comply to the helping profession Ethics			statistic vi. Evacuee statistics interpreted vii. Reporting of evacuees statistics to superior demonstrated
3. Distribute basic necessities to evacuee	i. Details of basic necessities for evacuees, such as; <ul style="list-style-type: none"> <li>• Food</li> <li>• Mat</li> <li>• Hygiene kit</li> <li>• Clothes</li> <li>• etc</li> </ul> ii. Needs of individual and family according to categories such as: <ul style="list-style-type: none"> <li>• Children</li> <li>• Elderly</li> <li>• Infants</li> <li>• Person With Disabilities (PWD's)</li> <li>• Etc.</li> </ul>			10 Hours	Lecture, Group Discussion	i. Basic necessities explained and listed out ii. Evacuees statistic determined iii. Basic necessities distribution carried out based on evacuees statistics
		i. Determine basic necessities ii. Interpret evacuees statistic iii. Execute basic necessities distribution according to evacuees statistic	<u>Attitude:</u> i. Systematic when distributing basic necessities ii. Committed in distribution task	25 Hours	Demonstration, Case Study, Mentoring, E-Learning	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Inspect relief centre basic necessities delivery	i. Expiry date/life span of product ii. Method of delivery iii. Delivery period iv. Appropriate storage method			10 Hours	Lecture, Group Discussion	i. Basic necessities distribution form interpreted ii. Basic necessities form checked against distribution form iii. Verification of basic necessities by head of relief centre demonstrated and explained iv. Actual date of delivery checked and confirmed
		i. Check basic necessities distribution form ii. Determine the condition of basic necessities iii. Ensure basic necessities in good condition iv. Check actual delivery with distribution form	<u>Attitude:</u> i. Meticulous in inspection basic necessities delivery ii. Integrity in checking basic necessities delivery	30 Hours	Demonstration, Case Study, Mentoring, E-Learning	
5. Assess relief centre operation	i. Sufficient subsistence at relief centre, such as: <ul style="list-style-type: none"> <li>• Water</li> <li>• Food</li> <li>• Clothes</li> </ul> ii. Sufficient supplies at relief centre, such as: <ul style="list-style-type: none"> <li>• Amenities</li> <li>• Activities</li> <li>• Cleanliness</li> <li>• Support team</li> </ul>			10 Hours	Lecture, Group Discussion	i. Relief centre operation reviewed and explained ii. Sufficient supply of basic necessities checked and explained iii. Reporting of basic necessities status to superior demonstrated and explained

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Confirm sufficient supply of basic necessities</li> <li>ii. Determine sufficient subsistence of relief centre</li> <li>iii. Check basic necessities stock</li> <li>iv. Prepare basic necessities status report</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Observant</li> <li>ii. Proactive in acquire information</li> </ul>	30 Hours	Demonstration, Case Study, Mentoring, E-Learning	
6. Update progress of relief centre operation report	<ul style="list-style-type: none"> <li>i. Types of report format</li> <li>ii. Data compilation</li> <li>iii. Comparison method</li> </ul>			5 Hours	Lecture, Group Discussion	<ul style="list-style-type: none"> <li>i. Information from head of relief centre acquired</li> <li>ii. Relief centre condition examined</li> <li>iii. Recommendation for progress of relief centre highlighted in report</li> <li>iv. Relief centre operation progress concluded</li> <li>v. Progress report submitted to superior</li> </ul>
		<ul style="list-style-type: none"> <li>i. Gather information from Head of relief centre</li> <li>ii. Observe relief centre condition</li> <li>iii. Highlight recommendation</li> <li>iv. Update relief centre operation report</li> <li>v. Submit progress report to superior</li> </ul>	<u>Attitude:</u> <ul style="list-style-type: none"> <li>i. Observant</li> <li>ii. Meticulous in preparing report</li> <li>iii. Meticulous in updating progress</li> </ul>	15 Hours	Demonstration, Case Study, Mentoring, E-Learning	

## Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plans	1. Communication skills
04.09 Prepare project / work plans	2. Conceptual skills
04.10 Utilize science & technology to achieve goal	3. Interpersonal skills
05.03 Allocate and record usage of financial and physical resources	4. Learning skills
05.04 Delegate responsibilities and / or authority	5. Leadership skills
05.05 Coordinate contract and tender activities	6. Multitasking and prioritizing
06.08 Identify and analyse effect of technology on the environment	7. Self-discipline
	8. Teamwork

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	1:1
2. Standard Operating Procedure (SOP)	1:1
3. National Security Council Directive (NSC) No. 20 (Policy and Disaster Management and Relief Mechanism )	1:1
4. Relief Centre registration form	1:1
5. Registration file	1:1
6. Distribution form	1:1
7. Calculator	1:1
8. White board	1:25
9. Log book	1:1

## REFERENCES

1. <http://www.mkn.gov.my>, *Pengurusan Bencana Tanggungjawab Bersama*
2. *Dasar dan Mekanisma Pengurusan dan bantuan Bencana Negara*, Arahan MKN no. 20.
3. *Panduan Keselamatan Ketika Bencana & Krisis*
4. Coppola, Damon P. (2011), *Introduction of International disaster management*, (ASEAN agreement on Disaster Management and Emergency Response (AADMER)). Library of Congress cataloging in publication data. ISBN 978-0-12-382174-4
5. *Manual Pengurusan Bencana oleh Bulan Sabit Merah Malaysia*
6. Standard of Procedure (SOP) *Pengurusan Bencana*



**SUMMARY OF TRAINING DURATION FOR SOCIAL WELFARE PRACTICE (CC-014-3:2014 C01)**

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL (HOURS)
			(A)	(B)	(A)+(B)	Σ ( C )
CC-014-3:2014-C01	SOCIAL WELFARE COUNTER SERVICES	1. Provide social welfare counter services	5	15	20	100
		2. Screen information and complaints	10	20	30	
		3. Perform sorting of service application	10	20	30	
		4. Escalate service application to relevant unit	5	15	20	
CC-014-3:2014-C02	WELFARE SERVICES CASE INVESTIGATION	1. Prepare case investigation requirement	6	15	21	240
		2. Record client particulars and initial information	10	30	40	
		3. Verify case details with previous record	12	40	52	
		4. Conduct interview with client	12	40	52	
		5. Conduct home visit to verify case situation	15	45	60	
		6. Prepare case investigation report	5	10	15	
CC-014-3:2014-C03	CLIENT SUPERVISION	1. Prepare client supervision requirement	5	15	20	160
		2. Carry out supervision of client	15	50	65	
		3. Assess clients progress	15	40	55	
		4. Update client progress report	5	15	20	
CC-014-3:2014-C04	SOCIAL WELFARE PROGRAM IMPLEMENTATION	1. Prepare program implementation requirements	10	15	25	150
		2. Carry out program implementation	10	50	60	
		3. Assess program implementation	10	35	45	
		4. Update progress of program implementation report	5	15	20	
CC-014-3:2014-C05	RELIEF CENTRE OPERATION	1. Prepare relief centre operation requirement	5	15	20	135
		2. Carry out evacuee registration	10	35	45	
		3. Distribute basic necessities to evacuee	10	25	35	
		4. Inspect relief centre basic necessities delivery	10	30	40	
		5. Assess relief centre operation	10	30	40	
		6. Update progress of relief centre operation report	5	15	20	
<b>TOTAL HOURS</b>			<b>567</b>	<b>1283</b>	<b>1850</b>	<b>1850</b>