



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

**STANDARD PRACTICE, STANDARD CONTENT  
&  
CURRICULUM of COMPETENCY UNIT  
FOR**

**INDUSTRIAL  
ADMINISTRATION LEVEL 3**

***PENTADBIRAN INDUSTRI  
TAHAP 3***

**FB-023-3:2012**



**JABATAN PEMBANGUNAN KEMAHIRAN  
KEMENTERIAN SUMBER MANUSIA, MALAYSIA**

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

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INDUSTRIAL ADMINISTRATION

LEVEL 3

First Published 2012

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

**1. INTRODUCTION**

This National Occupational Skills Standard (NOSS) document outlines the standards and curriculum for Industrial Administration (Level 3) in the Business Management Sector.

The business management sector is a major contributor to the growth of the Malaysian economy. The sector assumes an important intermediary role of supporting businesses and trade in all sectors of the economy. Trade in services has expanded and recorded marked expansion in exports, such as tourism, information and communication technology (ICT), finance and construction. In line with the development of services along the manufacturing value chain, the promotion of manufacturing-related services such as integrated logistics has also been initiated.

The Third Industrial Master Plan (IMP3), 2006-2020, focuses on the further development and growth of the services sector, which includes construction services, but excludes Government services. In the Tenth Malaysia Plan, the Malaysian Government has formulated various new approaches towards becoming a high income and high productivity economy. Growth will be led by the services and manufacturing sectors, in addition to revitalising the agriculture sector towards higher value added as well as the adoption of ICT, biotechnology and other relevant technologies. The main approach in transforming to a high income economy will be to adopt strategies based on specialisation, focusing on twelve national key economic areas or NKEAs which have potential to generate high income. To achieve this goal, business and industrial regulations, processes and procedures have to be effectively administered and managed to increase productivity and competitiveness. Thus concerted effort needs to be taken to develop non-physical infrastructure including human capital development in the field of administration and management.

Administration is the process or activity of running a business or an organisation. Industrial Administration refers to effective and efficient running of an industry using its human and non-human resources in order to achieve its set goals and objectives. While the term is originally applied to manufacturing, it has grown to encompass services and other industries as well.

Industrial Administration covers the core areas of administration namely Human Resource, Purchasing, Marketing & Sales and Finance. It also includes cross-cutting business processes such as logistics and information and communication technology applications.

Industries and businesses require employees who possess professional skills in the administration of these areas, a sound theoretical background as well as language, intercultural and social skills to perform effectively in an increasingly challenging global economy.

Thus, this NOSS is developed to specify the job competencies required by personnel employed in the area of Industrial Administration as well as to provide a structured training framework for developing these competencies.

#### Prerequisites

The minimum requirements for those interested to enrol in this course are as follows:

- 17 years old and above
- Able to write and read in Bahasa Malaysia or English
- Medically fit

## **2. OCCUPATIONAL STRUCTURE**

Industrial Administration (Level 3) is a job area under the Business Management sector. The related sub-sector and areas as well as the structured career path are as shown in Figure 1 and Figure 2.

SECTOR	BUSINESS MANAGEMENT					
SUB-SECTOR	BUSINESS & FINANCE					
AREA	PURCHASING	MARKETING	LOGISTICS	MANAGEMENT ACCOUNTING & CONTROLLING / FINANCE & TREASURY	COSTING	HR
LEVEL 5	Purchasing Manager	Marketing Manager	Logistics Manager	Accounting / Costing Controlling Manager		HR Manager
LEVEL 4	Purchasing Assistant Manager	Marketing Executive	Logistics Executive	Sr. Cost Analysis Executive / Account Executive		HR Executive
LEVEL 3	Purchasing Sr. Executive / Supervisor	Marketing Officer	Logistic Supervisor	Account Executive	Cost Analysis Executive	HR Officer
LEVEL 2	Purchasing Executive	N/A	Logistic Technician	Accounts Assistant		HR Assistant
LEVEL 1	Purchasing Assistant	N/A	Logistic Assistant Technician	Clerk Data Entry / Admin		HR Clerk

**Figure 1** Occupational Profile Chart for Industrial Administration Personnel

SECTOR	BUSINESS MANAGEMENT
SUB-SECTOR	BUSINESS & FINANCE
JOB AREA	INDUSTRIAL ADMINISTRATION & MANAGEMENT
L5	INDUSTRIAL MANAGEMENT
L4	INDUSTRIAL MANAGEMENT
L3	INDUSTRIAL ADMINISTRATION
L2	N/A
L1	N/A

**Figure 2** Occupational Area Analysis (OAA) Chart for Industrial Administration Personnel

### 3. DEFINITION OF COMPETENCY LEVEL

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

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



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

Candidates after being assessed and verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Certificate (SKM) Industrial Administration (Level 3)

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

Industrial Administration (Level 3) personnel are competent in performing the following core competencies:

- Human Resource Administration
- Purchasing Operation
- Marketing & Sales Operation
- Logistics Operation
- Accounts Processing
- Information & Communication System Applications

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

The work environment for personnel in industrial administration depends largely on the type of job they are doing. They often work in structured environments and make frequent reports to their superiors. Depending on the type of organisation, work hours may be 9 to 5 or they may be more flexible. Overtime is often required when big projects are nearing completion, or when annual analyses and presentations need to be made. Personnel in this type of position will also need to work with a lot of different people and hence require excellent communication skills.

#### **7. EMPLOYMENT PROSPECTS**

Industrial Administration is general in nature and covers a wide scope ranging from human resource and marketing to accounting. Graduates having this certification can be employed in a wide variety of careers and diverse industries. An Industrial Administration certification can lead to many attractive career opportunities in

today's competitive industrial world and companies which are looking for highly-skilled professionals who can bring their companies to higher level of success. Industrial Administration is designed to produce graduates who have a strong foundation of communication, problem solving, and leadership skills ideally suited for the industrial world.

## **8. TRAINING, INDUSTRIAL RECOGNITION, OTHER QUALIFICATION AND ADVANCEMENT**

Many public and private training providers offer training in the area of Industrial Administration and Management leading to either a Diploma or a Degree. Industrial Administration certification can also be awarded through the National Dual Training System (NDTS) whereby apprentices learn and work at a company and gain theoretical knowledge from a training centre.

Further certification may increase the chances of career advancement. Thus with additional formal training and certification, the experienced personnel in Industrial Administration can obtain higher professional qualification or promotion in terms of career advancement.

## **9. SOURCES OF ADDITIONAL INFORMATION**

### **9.1 LOCAL SOURCES**

- Labour Department  
Level 5, Block D3, Complex X  
Federal Government Administrative Centre  
62530 Putrajaya  
Tel : 0388865192  
Fax : 03-88892368  
Website : [www.jtksm.mohr.gov.my](http://www.jtksm.mohr.gov.my)

- Department of Occupational Safety And Health  
 (Ministry of Human Resource)  
 Level 2, 3 & 4, Block D3, Complex D  
 Federal Government Administrative Centre  
 62530 W. P. Putrajaya  
 Tel: : 03-8865000  
 Fax : 03-8889 2443  
 Website : [www.dosh.gov.my](http://www.dosh.gov.my)
- Federation of Malaysian Manufacturers  
 Wisma FMM,  
 No 3 Persiaran Dagang, PJU 9,  
 Bandar Sri Damansara,  
 52200 Kuala Lumpur.  
 Tel : 03-62867200  
 Fax : 03-62741266/7288  
 Website : [www.fmm.org.my](http://www.fmm.org.my)
- Malaysian German Chamber of Commerce and Industry (MGCC)  
 Deutsch-Malaysische Industrie- und Handelskammer  
 Suite 47.01, Level 47 Menara AMBank  
 8 Jalan Yap Kwan Seng  
 50450 Kuala Lumpur  
 Tel : 03-9235 1800  
 Fax : 03-2072 1198  
 Website : [www.malaysia.ahk.de](http://www.malaysia.ahk.de)
- Malaysian Administrative Modernisation and Management Planning Unit  
 (MAMPU)  
 Bangunan MKN-Embassy Techzone  
 Level 1, Block B, No 3200  
 Jalan Teknokrat 2  
 63000 Cyberjaya  
 Tel : 03-88924002  
 Fax : 03-83182162  
 Website : [www.malaysia.gov.my](http://www.malaysia.gov.my)

- Malaysian Accounting Standards Board  
Suite 5.02, Level 5, Wisma UOA Pantai,  
11 Jalan Pantai Jaya, 59200 Kuala Lumpur.  
Tel : 03-2240 9200  
Fax : 03-2240 9300  
Website : [www.masb.org.my](http://www.masb.org.my)
  
- Institute of Marketing Malaysia  
1G - 1st Floor, Bangunan SKPPK,  
Jalan SS9A/17, Petaling Jaya  
47300, Selangor Darul Ehsan,  
Malaysia.  
Tel : 03-7874 3089 / 6726  
Fax : 03 - 7876 3726  
Website : [www.imm.org.my](http://www.imm.org.my)
  
- Malaysian Institute of Supply Chain Management  
2.4, 2nd Floor, The Gallery,  
1 Medan Batu Lanchang,  
11600 Penang, Malaysia.  
Tel : 04-6593793 /659 4793  
Fax : 04-6563775  
Website : [www.mipmm.org.my](http://www.mipmm.org.my)

## **9.2 INTERNATIONAL SOURCES**

- German Chamber of Industry and Commerce (DIHK)  
Breite Strasse 29  
10178 Berlin  
Tel : +49-30203080  
Fax : +49-30203081000  
Website : [www.dihk.de](http://www.dihk.de)
  
- International Financial Reporting Standard (IFRS) Foundation / IASB  
30 Cannon Street  
London, EC4M 6XH  
United Kingdom  
Tel : +44 (0)20 7246 6410  
Fax : +44 (0)20 7246 6411

## **10. ACKNOWLEDGEMENT**

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## **11. LITERATURE REFERENCES**

1. Malaysia. 2010. Tenth Malaysia Plan 2011 - 2015. Malaysia (25 October 2012: 1800)
2. IHK & Labour Union, Germany. 2006. Training curriculum for Vocational programme : Industrial Management Clerk. Germany
3. Department of Skills Development. 2008. Occupational Structure for Business and Professional Services Industry Sector. Malaysia

## **12. ABBREVIATIONS**

ERP	Enterprise Resource Planning
HR	Human Resource
ICT	Information & Communication Technology

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

**INDUSTRIAL ADMINISTRATION**

**LEVEL 3**

<b>PANEL</b>		
1.	Tim-Niklas Schöpp	Deputy Head of Department, Education and Training Malaysian-German Chamber of Commerce and Industry (MGCC)
2.	Loi Chin Ting	Financial Controller Hauni (M) Sdn Bhd
3.	Alexander Stedtfeld	Executive Director Malaysian-German Chamber of Commerce and Industry (MGCC)
4.	Dr. Zoharah Omar	HR and Legal Adviser Elektrisola (Malaysia) Sdn Bhd
5.	Firdaus Fitri Zainal Abidin	Executive Director Specialist Knowledge Centre Sdn. Bhd
6.	Arthur Teo	Assistant Manager, HR SGL Carbon Sdn Bhd
7.	Zimmerle, Thomas	Head of Financial Planning and Controlling Infineon Technologies (Malaysia) Sdn. Bhd.
8.	Muhammad Fadzil Bin Shaarani	Officer Accounts German-Malaysian Institute
9.	Siti Rohaine Azari	HR Executive A. Hartrodt (M) Sdn Bhd
10.	Peter Zuber	Managing Director Doeka Asia Sdn Bhd
<b>FACILITATOR</b>		
1.	Nabilah Ooi Binti Abdullah	Chief Operating Officer GMI Technical and Consultancy Services Sdn Bhd
<b>CO-FACILITATOR</b>		
1.	Raihan Tahir	Head of Section Quality Assurance German-Malaysian Institute

**STANDARD CONTENT  
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS)  
FOR:**

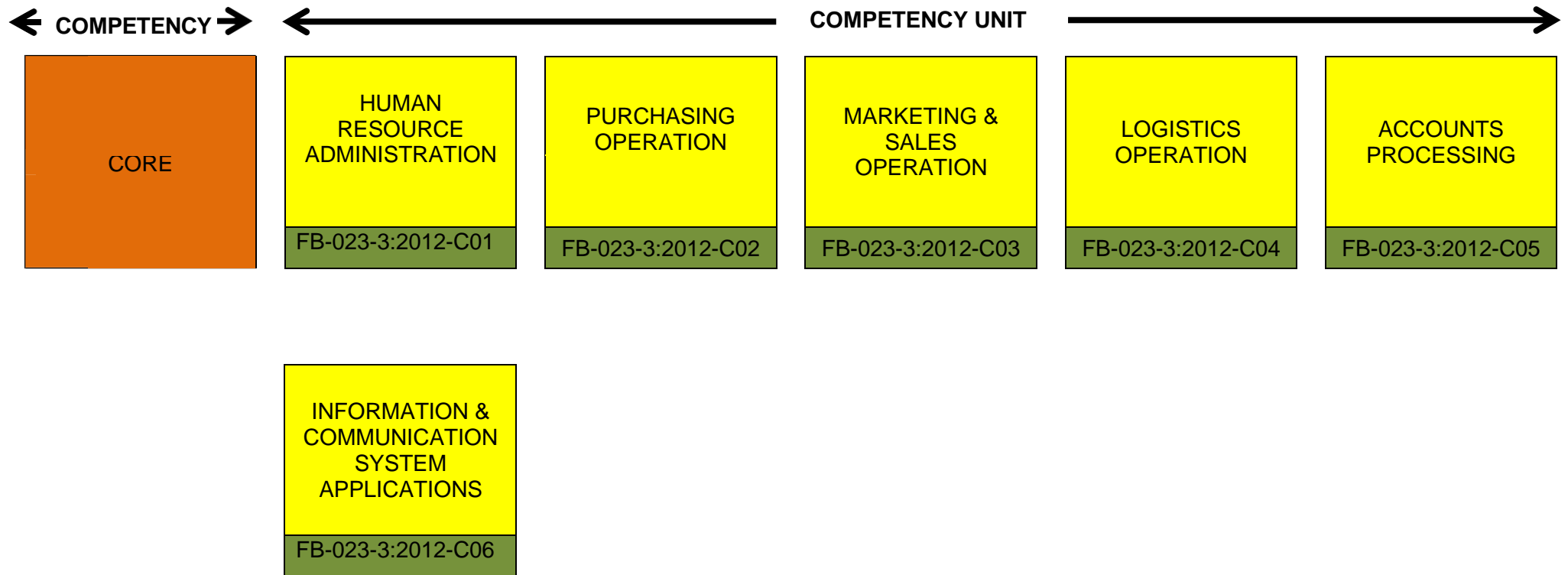
**INDUSTRIAL ADMINISTRATION**

**LEVEL 3  
(TAHAP 3)**



**COMPETENCY PROFILE CHART (CPC)**

<b>SECTOR</b>	<b>BUSINESS MANAGEMENT</b>		
<b>SUB SECTOR</b>	<b>BUSINESS &amp; FINANCE</b>		
<b>JOB AREA</b>	<b>INDUSTRIAL ADMINISTRATION</b>		
<b>JOB LEVEL</b>	<b>LEVEL THREE (3)</b>	<b>JOB AREA CODE</b>	<b>FB-023-3:2012</b>



## COMPETENCY PROFILE (CP)

<b>SECTOR</b>	<b>BUSINESS MANAGEMENT</b>
<b>SUB SECTOR</b>	<b>BUSINESS &amp; FINANCE</b>
<b>JOB AREA</b>	<b>INDUSTRIAL ADMINISTRATION</b>
<b>LEVEL</b>	<b>THREE (3)</b>

<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
1. Human Resource Administration	FB-023-3:2012-C01	<p>HR administration refers to personnel related matters such as recruitment and resignation, staff development and retention, salary, claims and company benefits.</p> <p>This CU covers the main activities of HR administration including provision of HR related information and processing of staff related matters.</p>	1. Provide human resource related information	<p>1.1 Related legal framework such as Labour Law and Employment Act is identified, understood, and information provided to staff members upon request</p> <p>1.2 Related company human resource policies and procedures are identified, understood, and information provided to staff members upon request</p> <p>1.3 Information on vocational training and continuous professional development is provided to staff</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent in this CU shall be able to provide HR related information, process staff data base, staff salary and claims, staff HR matters and entry and exit information.</p> <p>The outcome of this competency is effective and efficient processing of HR matters.</p>	<p>2. Process staff data base</p>	<p>members upon request</p> <p>1.4 Rights and obligations of company and personnel pursuing training are identified, understood and information provided to staff members upon request</p> <p>1.5 Data related to human resource such as salary scale are consolidated for market survey</p> <p>2.1 Staff records are updated in HR system in a timely manner</p> <p>2.2 Confidentiality of staff records is maintained in accordance with data privacy protection requirements</p> <p>2.3 Staff attendance and leave records are maintained in an accurate and timely manner</p> <p>2.4 Staff training data are recorded and updated in HR system</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Process staff salary and claims	<p>3.1 Payroll changes (such as pay increment and name changes) are updated and verified</p> <p>3.2 Overtime hours are calculated in accordance with company overtime policy</p> <p>3.3 Payments for new hires and employees leaving company are accurately calculated in accordance with company policy</p> <p>3.4 Statutory and voluntary deductions are calculated and deducted at the correct rates</p> <p>3.5 Net salary is calculated in an accurate and timely manner using tools and technology</p> <p>3.6 Payroll is completed and submitted for approval in accordance with company procedure</p> <p>3.7 Pay checks are prepared or arrangements for direct deposit</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Process staff HR matters	<p>into staff bank accounts are made in a timely manner</p> <p>3.8 Employees' salary slips are prepared and distributed in accordance with company procedure</p> <p>4.1 Staff request for documentation is processed in accordance with HR procedure</p> <p>4.2 Liaison with government bodies pertaining to staff matters is carried out in accordance with HR and government procedures</p> <p>4.3 Expatriates' and foreigners' appointment are processed in accordance with employment of expatriates and foreigners procedures</p> <p>4.4 Company benefits are processed according to individual staff entitlement and HR procedure</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Process entry and exit information	<p>4.5 Assistance is provided for staff disciplinary and industrial relation matters</p> <p>5.1 Job applications are compiled and processed in accordance with HR procedures</p> <p>5.2 Interview sessions are organized in accordance with HR procedures</p> <p>5.3 Recruitment and selection records are maintained in accordance with company HR procedures</p> <p>5.4 Successful and non-successful applicants are notified and required documentation for successful applicants are prepared in accordance with recruitment procedures</p> <p>5.5 Induction programme is organized for new staff members in accordance with HR procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>5.6 Exit interview is organized and data compiled for analysis purposes</p> <p>5.7 Documentation for staff leaving the company are completed and processed in accordance with legislative and company procedures</p>
2. Purchasing Operation	FB-023-3:2012-C02	<p>Purchasing can be defined as the provision of a service to the company which will ensure that all purchased items are supplied at the right time, in the right place, to the right standard and at the right price.</p> <p>This CU outlines the purchasing operation procedures and documentation involved.</p> <p>The person who is competent in this CU shall</p>	1. Identify purchasing requirements	<p>1.1 Required stock levels are determined according to peak seasons, production needs and supplier's lead time</p> <p>1.2 Material specifications, quantities, price limitations and delivery requirements are identified from requisitions</p> <p>1.3 Bulk purchase requirements are identified, if applicable, according to company purchasing procedures</p> <p>1.4 Own role and limits of authority are determined in consultation with superior or company purchasing</p>





CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Purchase materials</p> <p>5. Receive and process purchased items</p>	<p>regarding alternative vendors are communicated to superior according to purchasing procedures</p> <p>3.4 Records of actions taken to compare offers are maintained according to purchasing procedures</p> <p>4.1 Purchase order and sales &amp; purchase agreement are prepared, approved by superior and issued to selected vendor(s) according to purchasing procedures</p> <p>4.2 Vendor is followed up to achieve delivery as required</p> <p>4.3 Appropriate actions, approved by superior, are taken to ensure timely delivery</p> <p>5.2 Items received are verified against Delivery note</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>5.3 Items are distributed to locations specified in Delivery note</p> <p>5.4 Items received are recorded in accounting system according to purchasing procedures</p> <p>5.5 Return of rejected items to supplier is processed in accordance with purchasing agreement</p>
3. Marketing & Sales Operation	FB-023-3:2012-C03	<p>Marketing is the activity of reaching prospects and creating leads. Sales is the activity of closing and getting a signed agreement or contract. Strategically combining both efforts will result in producing a successful amount of business growth.</p> <p>This CU covers marketing and promotional activities as well as sales and after-sales services.</p>	<p>1. Identify related marketing information</p> <p>2. Prepare marketing materials</p>	<p>1.1 Relevant information of company products and/or service portfolio are identified to assist in marketing process</p> <p>1.2 Company market activities are compared with those of competitors to identify strengths and opportunities</p> <p>1.3 Customers and customer groups of company are differentiated to identify expectations</p> <p>2.1 Information and requirements for marketing materials are obtained</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent in this CU shall be able to prepare marketing materials, implement promotional activities, maintain contact with prospects and customers, assist in sales presentations and closing and support post-sales activities.</p> <p>The outcome of this competency is effective marketing and sales of company products and/or services</p>	<p>3. Assist in implementing promotional activities</p>	<p>from relevant personnel</p> <p>2.2 Vendors for developing marketing materials are sourced in accordance with company procedure</p> <p>2.3 Marketing materials preparation is followed up with approved vendor to ensure timely completion</p> <p>2.4 Marketing materials received from vendors are checked for accuracy and compliance with marketing requirements</p> <p>3.1 Promotional activity is scheduled in line with marketing plan</p> <p>3.2 Personnel and resources required to support promotional activities are identified and prepared to ensure successful outcomes</p> <p>3.3 Market data are collected during promotional activities to be used in market analysis</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Maintain contact with prospects and customers</p>	<p>3.4 Participation in promotional activities is in compliance with company corporate policy</p> <p>4.1 Customers and prospects are updated with timely and relevant marketing information in accordance with marketing procedures</p> <p>4.2 Assistance is provided in identification of potential customers from available sources in accordance with company procedures</p> <p>4.3 Prospects and customers database are updated in a timely manner</p> <p>4.4 Confidentiality of prospects and customers information is maintained in accordance with data privacy protection requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Assist in sales presentations	<p>5.1 Customer or prospect's requirements are clarified with relevant sales team members</p> <p>5.2 Key features of company products are identified to enhance product knowledge and to assist in preparation of sales presentation</p> <p>5.3 Assistance is provided in coordinating sales presentation (such as time confirmation and logistic requirements) in line with company procedure</p> <p>5.4 Relevant documents and materials are prepared to complement and enhance sales presentation</p> <p>5.5 Assistance is provided in delivering sales presentation in accordance with company marketing and sales procedure</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>to customer to access appropriate after-sales support</p> <p>7.3 Customer returns are processed in accordance with sales terms and conditions</p> <p>7.4 Feedback is collected from customers for marketing analysis</p>
4. Logistics Operations	FB-023-3:2012-C04	<p>Logistics is the management of the flow of resources between the point of origin and the point of destination in order to meet some requirements. In this CU logistics operations refer to the effective delivery of the finished products to the customer as well as incoming materials to the workplace.</p> <p>The person who is competent in this CU shall be able to identify logistics</p>	1. Identify logistics requirements	<p>1.1 Logistics request details are verified and approval obtained from relevant personnel</p> <p>1.2 Logistics specifications (such as types of packaging, mode of transport, time) are identified to match freight type and delivery time</p> <p>1.3 Domestic and international regulations, codes and procedures for freight transportation are identified</p> <p>1.4 Storage requirements are identified to ensure efficient handling of incoming and</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>requirements, organise logistics arrangement, mobilise resources and prepare logistics reports.</p> <p>The outcome of this competency is efficient and timely delivery of company products to customers</p>	<p>2. Organise logistics arrangement</p>	<p>outgoing materials and goods</p> <p>1.5 Multiple transport modes requirements are identified where applicable</p> <p>2.1 Liaison with packaging department is carried out to ensure compliance with packaging requirements</p> <p>2.2 Quotations are requested from forwarders as listed in appointed forwarder list</p> <p>2.3 Pick-up time and venue are scheduled in accordance with logistic request</p> <p>2.4 Instructions are prepared and issued to related personnel to coordinate logistic operation</p> <p>2.5 Logistic information system is utilised to coordinate logistic operation</p>





CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>company procedure</p> <p>4.3 Logistics documents are completed and filed according to company documentation procedure</p>
5. Accounts Processing	FB-023-3:2012-C05	<p>Accounting process refers to the sequence of activities involving the recording of how cash is received and paid out in a company. This CU outlines the main activities for this accounting process.</p> <p>The person who is competent in this CU shall be able to maintain accounts payable and receivable systems, maintain financial journal system and prepare bank reconciliations.</p> <p>The outcome of this competency is effective and</p>	1. Maintain accounts payable system	<p>1.1 Information on payment documentation (invoice, purchase order, Delivery note and requisition forms) are checked to ensure data consistency and accuracy prior to processing</p> <p>1.2 Any irregularity or data inconsistency in payment documentation is identified and rectified in consultation with relevant personnel</p> <p>1.3 Authorisation for payment is requested from relevant personnel</p> <p>1.4 Accounts payable are processed in accordance with company accounting procedure</p> <p>1.5 Payment method, timing and</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		efficient processing of accounts for the company.	2. Maintain accounts receivable system	<p>currency and exchange rates, if applicable, are noted on payment documentation</p> <p>1.6 Cheque requisition is drawn up, authorized by relevant personnel and remitted to creditors in accordance with company procedure</p> <p>1.7 Payments to creditors are prepared and debited to correct account in a timely and accurate manner</p> <p>1.8 Records of payments are updated and filed for audit purposes</p> <p>1.9 Outstanding accounts are followed up or reported in accordance with company policy and procedures</p> <p>2.1 Purchase order and documentation related to issuance of invoice are checked and validated by relevant personnel</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Maintain financial journal system</p>	<p>2.2 Invoice is raised listing items in clear description, validated by a signatory at an appropriate level and issued to customers</p> <p>2.3 Reminder notices are forwarded to customers in accordance with company policy</p> <p>2.4 Outstanding accounts are followed up or reported in accordance with company policy and procedures</p> <p>2.5 Payments received are registered, receipts issued and forwarded to customer according to company accounting procedure</p> <p>2.6 Accounts receivable records are retained for audit purposes</p> <p>3.1 Documents are checked for accuracy and appropriate authorization</p> <p>3.2 Financial controls and accounting</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Prepare bank reconciliations</p>	<p>checks are applied in accordance with company finance procedures and legislative requirements</p> <p>3.3 Manual and electronic entry of transactions are verified to ensure accuracy, completeness, validity and compliance with control systems and procedures</p> <p>3.4 Appropriate ledgers are selected and approved by relevant personnel</p> <p>3.5 Transactions are entered into selected ledgers in accordance with accounting procedures</p> <p>4.1 Cash journals are checked against bank statements to identify differences</p> <p>4.2 Cash journals are updated with relevant data from bank statements</p> <p>4.3 Discrepancies and missing entries</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>are identified and referred to appropriate personnel or customer</p> <p>4.4 Reconciliation reports are prepared in an accurate and timely manner</p>
<p>6. Information &amp; Communication System Application</p>	<p>FB-023-3:2012-C06</p>	<p>Effective communication is an essential part of running a profitable company. Optimal exchange of information between different parties within an organization can be facilitated through effective use of communication technology.</p> <p>This CU describes the activities involved in the application of information and communication system. The person who is competent in this CU shall</p>	<p>1. Identify external and internal sources of information</p>	<p>1.1 Information requirements are identified as per specific needs in consultation with staff members or customers</p> <p>1.2 Internal and external sources of information are identified and selected in accordance with specific needs</p> <p>1.3 Information technology trends within related industry are monitored on an ongoing basis to inform work practices</p> <p>1.4 Methods of communication are compared in terms of tariffs and costs</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>operations</p> <p>3.3 Information is effectively communicated and distributed to individuals and groups using access authorisations</p> <p>3.4 Communication takes into account social and cultural differences</p> <p>3.5 Principles and obligations involved in copyright and data privacy protection policy are applied in information collection and communication</p> <p>3.6 Methods used to collect, store, retrieve and convey information are reviewed and improved in consultation with relevant personnel</p>



**CURRICULUM of COMPETENCY UNIT (CoCU)**

**FOR:**

**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS)**

**FOR:**

**INDUSTRIAL ADMINISTRATION**

**LEVEL 3**

<b>Sub Sector</b>	<b>Business &amp; Finance</b>						
<b>Job Area</b>	<b>Industrial Administration</b>						
<b>Competency Unit Title</b>	<b>Human Resource Administration</b>						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to administer staff related matters according to human resource procedures. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Provide human resource related information</li> <li>• Process staff database</li> <li>• Process staff salary and claims</li> <li>• Process staff human resource matters</li> <li>• Process entry and exit information</li> </ul>						
<b>Competency Unit ID</b>	FB-023-3:2012-C01	<b>Level</b>	3	<b>Training Duration</b>	300 Hours	<b>Credit Hours</b>	30

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Provide human resource related information	i. HR structure and functions ii. Corporate philosophy and strategy iii. Legal Framework <ul style="list-style-type: none"> <li>• Employment Act 1955</li> <li>• Employees Provident</li> </ul>			20	Lecture Discussion Problem-based Learning	i. HR structure and functions identified ii. Relevant information on legal framework provided iii. Information on

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Fund Act 1991 <ul style="list-style-type: none"> <li>• SOCSO</li> <li>• Income Tax Act 1967</li> <li>• Data Privacy Protection Act</li> <li>• Industrial Relations Act, 1967</li> </ul> iv. Company HR policies v. Staff training and professional development policies vi. Training contract vii. Roles and authority limit of HR personnel					company HR policies provided iv. Information on rights and obligations of staff pursuing training provided v. Role of company in staff training and development determined
		i. Identify HR structure and functions ii. Provide relevant information on legal framework iii. Provide information on company HR policies iv. Provide information on rights and obligations of	i. Communicate effectively ii. Provide accurate information	40	Demonstration Simulation Project On-the-job training	vi. Information on company training plan provided vii. Information on industry-related possibilities for continuing and further

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		staff pursuing training v. Coordinate preparation of training contract vi. Determine role of company in staff training and development vii. Provide information on company training plan viii. Provide information on industry-related possibilities for continuing and further education				education provided
2. Process staff database	i. HR database system ii. Staff records <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Leave</li> <li>• Medical Leave</li> <li>• Training records</li> </ul> iii. Data Privacy Protection Act			20	Lecture Discussion Problem-based Learning	i. Staff records maintained ii. Staff records updated in HR database system iii. Methods for

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Maintain staff records ii. Update staff records in HR database system	i. Keep accurate records ii. Update records in a timely manner iii. Adhere to data privacy protection policy	40	Demonstration Simulation Project On-the-job training	maintaining staff records confidentiality applied
3. Process staff salary and claim	i. Payroll database and software applications ii. Salary calculation procedures <ul style="list-style-type: none"> <li>• Current staff</li> <li>• New hires</li> <li>• Resigning staff</li> <li>• Retiring staff</li> </ul> iii. Overtime calculation procedures iv. Claim calculation procedures v. Statutory and voluntary deductions vi. Payment methods			20	Lecture Discussion Problem-based Learning	i. Salary calculated for different categories of staff ii. Overtime payment calculated iii. Claims calculated iv. Statutory and voluntary deductions prepared v. Payment

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Cheques <ul style="list-style-type: none"> <li>• Cash</li> <li>• Direct Debit</li> </ul> vii. Salary slips preparation					methods for salaries, claims and overtime determined
		i. Identify categories of staff ii. Calculate salary for different categories of staff iii. Calculate overtime payment iv. Calculate claims v. Prepare statutory and voluntary deductions vi. Determine payment methods for salaries, claims and overtime vii. Prepare salary slips	i. Attention to details ii. Careful in carrying out accurate calculation iii. Adhere to data privacy protection policy	40	Demonstration Simulation Project On-the-job training	vi. Salary slips prepared

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Process staff human resource matters	<ul style="list-style-type: none"> <li>i. Staff HR documentation requests</li> <li>ii. Liaison with related government bodies on HR related matters</li> <li>iii. Expatriates and Foreigners Employment policy</li> <li>iv. Staff disciplinary matters</li> <li>v. Industrial Relation</li> </ul>			20	<ul style="list-style-type: none"> <li>Lecture</li> <li>Discussion</li> <li>Problem-based Learning</li> </ul>	<ul style="list-style-type: none"> <li>i. HR related documents prepared</li> <li>ii. HR related information obtained from relevant government bodies</li> <li>iii. Expatriates and foreigners appointments processed</li> <li>iv. Documents for staff disciplinary matters prepared</li> <li>v. Documents for industrial relation matters prepared</li> </ul>
		<ul style="list-style-type: none"> <li>i. Prepare documents requested by staff</li> <li>ii. Liaise with related government bodies</li> <li>iii. Process expatriates and foreigners appointments</li> <li>iv. Prepare documents for staff disciplinary matters</li> <li>v. Prepare documents for industrial relation matters</li> </ul>	<ul style="list-style-type: none"> <li>i. Communicate effectively with different parties</li> <li>ii. Attention to details</li> <li>iii. Prepare documents in a timely manner</li> </ul>	40	<ul style="list-style-type: none"> <li>Demonstration</li> <li>Simulation</li> <li>Project</li> <li>On-the-job training</li> </ul>	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Process entry and exit information	<ul style="list-style-type: none"> <li>i. Staff recruitment procedures</li> <li>ii. Recruitment documentation</li> <li>iii. Induction programme organisation procedures</li> <li>iv. Exit interview procedures</li> <li>v. Staff exit documentation</li> </ul>			20	<ul style="list-style-type: none"> <li>Lecture</li> <li>Discussion</li> <li>Problem-based Learning</li> </ul>	<ul style="list-style-type: none"> <li>i. Job applications compiled for shortlisting</li> <li>ii. Interview sessions for recruitment organised</li> <li>iii. Recruitment documentation prepared</li> </ul>
		<ul style="list-style-type: none"> <li>i. Compile job applications for shortlisting</li> <li>ii. Organise interview sessions for recruitment</li> <li>iii. Prepare recruitment documentation</li> <li>iv. Organise induction programmes</li> <li>v. Organise exit interviews</li> <li>vi. Prepare staff exit documentation</li> <li>vii. Update staff recruitment and exit</li> </ul>	<ul style="list-style-type: none"> <li>i. Carry out tasks in a timely manner</li> <li>ii. Communicate effectively</li> <li>iii. Adhere to data privacy protection policy</li> </ul>	40	<ul style="list-style-type: none"> <li>Demonstration</li> <li>Simulation</li> <li>Project</li> <li>On-the-job training</li> </ul>	<ul style="list-style-type: none"> <li>iv. Induction programmes organised</li> <li>v. Exit interviews organised</li> <li>vi. Staff exit documentation prepared</li> <li>vii. Staff recruitment and exit records updated</li> </ul>



Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		records				

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilise basic IT information	3. Interpersonal skills
01.04 Analyse information	4. Learning skills
01.05 Utilise the Internet to locate and gather information	5. Leadership skills
01.06 Utilise word processor to process information	6. Multitasking and prioritising
01.07 Utilise database applications to locate and process information	7. Self-discipline
01.08 Utilise spreadsheets applications to locate and process information	
01.10 Apply a variety of mathematical techniques	
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	
02.05 Read/Interpret flowcharts and pictorial information	
02.06 Write memos and letters	
02.07 Utilise Local Area Network (LAN) / Intranet to exchange information	
02.09 Prepare flowcharts	
02.10 Prepare reports and instructions	
02.11 Convey information and ideas to people	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	

<b>Core Abilities</b>	<b>Social Skills</b>
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
03.13 Develop and maintain team harmony and resolve conflicts	
03.15 Liaise to achieve identified outcomes	
04.01 Organise own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organise and maintain own workplace	
04.04 Apply problem solving strategies	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	

ITEMS	RATIO (TEM : Trainees)
1. Employment contract	1:1
2. Salary slip	1:1
3. Attendance report	1:1
4. HR Forms	1:1
5. Employee handbook	1:1
6. HR policies	1:1
7. Legal Framework <ul style="list-style-type: none"> <li data-bbox="215 571 461 611">• Employment Act</li> <li data-bbox="215 616 450 655">• Income Tax Act</li> <li data-bbox="215 660 618 700">• Employee Provident Fund Act</li> <li data-bbox="215 705 591 745">• Data Privacy Protection Act</li> <li data-bbox="215 750 409 790">• SOCSO Act</li> <li data-bbox="215 794 524 834">• Industrial Relation Act</li> </ul>	1:10
8. Organisation chart	1:1
9. Immigration Guidelines (Expatriates & Foreigners)	1:10
10. Statutory Deduction Documents	1:1
11. HR software	1:1

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1. Efron, M., Gandossy, R. 2003. Human Resources in the 21 <sup>st</sup> Century. John Wiley & Sons. New Jersey
2. Anthony, R.J. 2000 Organisations, People & Effective Communication: Most Good and Bad Come Down to People and Communication. University Readers

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>Sub Sector</b>	<b>Business &amp; Finance</b>						
<b>Job Area</b>	<b>Industrial Administration</b>						
<b>Competency Unit Title</b>	<b>Purchasing Operation</b>						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to perform purchasing activities according to purchasing procedures. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Identify purchasing requirements</li> <li>• Source for vendors</li> <li>• Check vendors' offers</li> <li>• Purchase materials</li> <li>• Receive and process purchased items</li> </ul>						
<b>Competency Unit ID</b>	FB-023-3:2012-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>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Identify purchasing requirements	i Purchasing procedures ii Stock level requirements <ul style="list-style-type: none"> <li>• Peak seasons</li> <li>• Production needs</li> <li>• Supplier lead time</li> <li>• Stockpiling</li> </ul>			16	Lecture Discussion Problem-based Learning	i Factors affecting stock level requirements determined ii Material

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii Material / services purchasing specifications <ul style="list-style-type: none"> <li>• Quantities</li> <li>• Price</li> <li>• Delivery requirements</li> </ul> iv Types of purchase <ul style="list-style-type: none"> <li>• Bulk purchase</li> <li>• Just-in-time (JIT)</li> </ul> v Role and authority limits of purchasing personnel vi Waste Prevention & Reusability vii ERP software applications					purchasing specifications determined iii Types of purchase to use determined iv Role and authority limits of purchasing personnel identified v ERP applications used for purchasing operation
		i Determine factors that affect stock level requirements ii Consider systems of stockpiling according to orders iii Determine material/ services purchasing specifications	i. Practice waste prevention & reusability	24	Demonstration Simulation Project On-the-job training	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv Select type of purchase v Identify role and authority limits of purchasing personnel vi Identify methods of waste prevention and reusability vii Use ERP applications for purchasing operation				
2. Source for vendors	i Purchasing procedures ii Sources of vendor <ul style="list-style-type: none"> <li>• Vendor list</li> <li>• Single source</li> <li>• Multiple sources</li> </ul> iii Vendor selection process <ul style="list-style-type: none"> <li>• Vendor rating method</li> <li>• Vendor shortlisting method</li> </ul> iv Quotation request procedure v Vendor shortlisting			16	Lecture Discussion Problem-based Learning	i. Sources of vendor information determined ii. Vendor selection procedures applied iii. Quotation request prepared iv. Vendor

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	procedure					shortlisting procedure applied
		i. Determine sources of vendor information ii. Apply vendor selection procedures iii. Prepare quotation request iv. Apply vendor shortlisting procedure	i. Communicate effectively ii. Carry out tasks in a timely manner	24	Demonstration Simulation Project On-the-job training	
3. Check vendors' offers	i. Purchasing procedures ii. Comparison of suppliers' offers <ul style="list-style-type: none"> <li>• Price of products/services</li> <li>• Quality of products/services</li> <li>• Terms of delivery</li> <li>• Terms of payment</li> <li>• After-sales service</li> </ul> iii. Procedure for recommending vendors			16	Lecture Discussion Problem-based Learning	i. Suppliers' offers obtained, checked and compared ii. Criteria for comparing suppliers' offers determined i. Procedure for recommending vendors applied



Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Obtain, check and compare suppliers' offers ii. Determine criteria for comparing suppliers' offers iii. Apply procedure for recommending vendors	i. Demonstrate integrity in checking suppliers' offers ii. Attention to details	24	Demonstration Simulation Project On-the-job training	
4. Purchase materials and services	i. Purchasing procedures ii. Purchasing documents <ul style="list-style-type: none"> <li>• Purchase order</li> <li>• Contract</li> </ul> iii. INCOTERMS iv. Method for expediting delivery			16	Lecture Discussion Problem-based Learning	i. Purchase order prepared ii. Terms and conditions in contract determined iii. Orders with suppliers expedited
		i. Prepare purchase order ii. Determine terms and conditions in contract iii. Interpret INCOTERMS iv. Follow-up on orders with suppliers	i. Carry out tasks in a timely manner ii. Attention to details	24		

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Receive and process purchased items and services	i. Materials/ services receiving and processing methods <ul style="list-style-type: none"> <li>• Inspection</li> <li>• Storage</li> <li>• Distribution to designated location</li> </ul> ii. Receiving documents <ul style="list-style-type: none"> <li>• Delivery note</li> <li>• Invoice</li> </ul> iii. Returns to suppliers           iv. Purchased materials/ delivered services recording procedure			16	Lecture Discussion Problem-based Learning	i. Materials receiving and processing procedures applied ii. Material receiving/ service delivery documents checked iii. Returns to suppliers processed iv. Materials received/ service obtained recorded into system
		i. Apply materials / services receiving and processing procedures ii. Check material receiving/ service delivery documents iii. Process returns to suppliers iv. Record materials	i. Accurate in checking materials received ii. Update records in a timely manner	24	Demonstration Simulation Project On-the-job training	

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
		received/ service obtained into system				

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilise basic IT information	3. Interpersonal skills
01.04 Analyse information	4. Learning skills
01.05 Utilise the Internet to locate and gather information	5. Leadership skills
01.06 Utilise word processor to process information	6. Multitasking and prioritising
01.07 Utilise database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	
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	
02.05 Read/Interpret flowcharts and pictorial information	
02.10 Prepare reports and instructions	
02.11 Convey information and ideas to people	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	

Employability Skills (cont)

Core Abilities	Social Skills
03.15 Liaise to achieve identified outcomes 03.16 Identify and assess customer/customer needs 04.01 Organise own work activities 04.03 Organise and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 05.02 Inspect and monitor work done and/or in progress	

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

ITEMS	RATIO (TEM : Trainees)
1. Sample purchasing documents <ul style="list-style-type: none"> <li>• Quotations</li> <li>• Purchase order (PO)</li> <li>• Delivery note (DN)</li> <li>• Invoice</li> </ul> 2. Sample vendor list 3. Enterprise Resource Planning (ERP) software 4. Sample Contract 5. Stationery	1:1     1:1 1:1 1:1 As required

**REFERENCES**

1. Burman, R. 1995. Manufacturing Management: Principles and Systems. McGraw-Hill Book Company..Europe. ISBN 0-07-709044-6
2. Chapman,S et al. Inventory and Materials Mangement, 7<sup>th</sup> Edition. Prentice Hall. ISBN 13:978-0-13-137670-0
3. Taylor, David. 2001. Manufacturing Operations and Supply Chain Management: The Lean Approach. Thomson. Australia
4. Monczka, R.M. 2002. Purchasing and Supply Chain Management. 2<sup>nd</sup> Edition. South-Western. Ohio

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>Sub Sector</b>	<b>Business &amp; Finance</b>						
<b>Job Area</b>	<b>Industrial Administration</b>						
<b>Competency Unit Title</b>	<b>Marketing &amp; Sales Operation</b>						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to carry out marketing &amp; sales operation according to marketing plan.                  Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Identify related marketing information</li> <li>• Prepare marketing materials</li> <li>• Assist in implementing promotional activities</li> <li>• Maintain contact with prospects and customers</li> <li>• Assist in sales presentation</li> <li>• Assist in sales closing</li> <li>• Support post-sale activities</li> </ul>						
<b>Competency Unit ID</b>	FB-023- 3:2012-C03	<b>Level</b>	3	<b>Training Duration</b>	300 Hours	<b>Credit Hours</b>	24

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Identify related marketing information	i Purpose of marketing ii Factors to consider in marketing: <ul style="list-style-type: none"> <li>• Market trend</li> <li>• Competitors</li> </ul>			10	Lecture Discussion Problem-based Learning	i. Information in marketing plan interpreted ii. Types of marketing

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Location <ul style="list-style-type: none"> <li>• Company product/ service portfolio</li> <li>• Supply and demand</li> </ul> iii Marketing plan iv Marketing activities v Customer and customer groups vi Roles and responsibilities of marketing personnel vii Competition Act 2010					activities determined iii. Strengths and limitations of competitors' marketing activities compared iv. Factors influencing marketing activities analysed v. Expectations of customers and customer groups differentiated vi. Roles and responsibilities of marketing personnel determined vii. Relevant
		i. Interpret information in marketing plan ii. Determine types of marketing activities iii. Compare strengths and limitations of competitors' marketing activities iv. Analyse factors that influence marketing activities v. Differentiate	i Communicate effectively ii Apply analytical skills	20	Demonstration Simulation Project On-the-job training	



Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		expectations of customers and customer groups vi. Determine roles and responsibilities of marketing personnel vii. Interpret relevant policies in Competition Act 2010				information in Competition Act 2010 identified
2. Prepare marketing materials	i Marketing plan ii Marketing materials iii Marketing materials preparation procedure iv Competition Act 2010			10	Lecture Discussion Problem-based Learning	i. Information required for marketing materials compiled ii. Vendors for preparing marketing materials determined iii. Preparation of marketing materials coordinated iv. Marketing
		i. Compile information required for marketing materials ii. Determine vendors for preparing marketing materials iii. Coordinate preparation of marketing materials iv. Check marketing materials for accuracy	i Communicate effectively ii Attention to details iii Adhere to Competition Act 2010	20	Demonstration Simulation Project On-the-job training	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						materials checked for accuracy
3. Assist in implementing promotional activities	<ul style="list-style-type: none"> <li>i Marketing plan</li> <li>ii Types of promotional activities</li> <li>iii Resources for promotional activities</li> <li>iv Promotional activities implementation procedures</li> <li>v Market data collection procedures</li> <li>vi Roles of personnel participating in promotional activities</li> <li>vii Promotional skills</li> <li>viii Competition Act 2010</li> </ul>			20	Lecture Discussion Problem-based Learning	<ul style="list-style-type: none"> <li>i. Types of promotional activities determined</li> <li>ii. Resources required for promotional activities prepared</li> <li>iii. Promotional activities scheduled</li> <li>iv. Products/ services promoted</li> </ul>
		<ul style="list-style-type: none"> <li>i. Determine types of promotional activities</li> <li>ii. Prepare resources</li> </ul>	<ul style="list-style-type: none"> <li>i Carry out tasks in a timely manner</li> </ul>	40	Demonstration Simulation Project	<ul style="list-style-type: none"> <li>v. Market data collected</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>required for promotional activities</li> <li>iii. Schedule promotional activities</li> <li>iv. Promote products/ services</li> <li>v. Collect market data</li> </ul>	<ul style="list-style-type: none"> <li>ii Communicate effectively</li> <li>iii Adhere to Competition Act 2010</li> </ul>		On-the-job training	
4. Maintain contact with prospects and customers	<ul style="list-style-type: none"> <li>i Customers and prospects</li> <li>ii Identifying prospects</li> <li>iii Procedure for maintaining contact with prospects and customers</li> <li>iv Customer care and retention</li> <li>v Data privacy protection policy</li> </ul>			10	Lecture Discussion Problem-based Learning	<ul style="list-style-type: none"> <li>i. Customers determined from database</li> <li>ii. Methods to identify prospects applied</li> <li>iii. Procedure to maintain contact with prospects and customers applied</li> </ul>
		<ul style="list-style-type: none"> <li>i. Determine customers from database</li> <li>ii. Apply methods to identify prospects</li> <li>iii. Apply procedure to maintain contact with prospects and customers</li> </ul>	<ul style="list-style-type: none"> <li>i. Apply effective communication and interpersonal skills</li> <li>ii. Comply with data privacy protection policy</li> </ul>	20	Demonstration Simulation Project On-the-job training	<ul style="list-style-type: none"> <li>iv. Customer and prospect database updated</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Update customer and prospect database				
5. Assist in sales presentations	i. Unique selling point (USP) ii. Sales presentation iii. Sales quotation iv. Presentation skills v. Competition Act 2010			20	Lecture Discussion Problem-based Learning	i. Unique selling point (USP )of products/ services determined
		i. Determine unique selling point (USP )of products/ services ii. Prepare sales presentation iii. Prepare sales quotation iv. Apply effective presentation skills	i. Apply effective communication and interpersonal skills ii. Adhere to regulations for fair competition	40	Demonstration Simulation Project On-the-job training	ii. Sales presentation prepared iii. Sales quotation prepared iv. Presentation skills applied effectively
6. Assist in sales closing	i. Sales closing skills and procedures ii. Sales procedures iii. Sales terms and conditions			20	Lecture Discussion Problem-based Learning	i. Sales closing skills and procedures applied effectively

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Customers credit worthiness v. Competition Act 2010 vi. Sales documents <ul style="list-style-type: none"> <li>• Quotations</li> <li>• Purchase Order (from customers)</li> <li>• Delivery note</li> <li>• Invoice</li> </ul>					ii. Customers' credit worthiness reviewed iii. Sales terms and conditions determined iv. Customers' orders processed
		v. Apply sales closing skills and procedures vi. Review customers' credit worthiness vii. Determine sales terms and conditions viii. Process customers' orders	i. Apply effective communication and interpersonal skills ii. Comply with sales procedures iii. Adhere to regulations for fair competition	40	Demonstration Simulation Project On-the-job training	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
7. Support post-sales activities	<ul style="list-style-type: none"> <li>i Post-sales activities</li> <li>ii After-sales support</li> <li>iii Warranty services</li> <li>iv Processing customer returns</li> <li>v Customer after-sales feedback</li> </ul>			10	<ul style="list-style-type: none"> <li>Lecture</li> <li>Discussion</li> <li>Problem-based Learning</li> </ul>	<ul style="list-style-type: none"> <li>i. Types of post-sales activities and after-sales support determined</li> <li>ii. Customers' request and complaints attended</li> </ul>
		<ul style="list-style-type: none"> <li>i. Determine types of post-sales activities and after-sales support</li> <li>ii. Attend to customers' request and complaints</li> <li>iii. Provide warranty services</li> <li>iv. Process customer returns</li> <li>v. Compile customer feedback</li> </ul>	<ul style="list-style-type: none"> <li>i Communicate effectively</li> <li>ii Attend to customers' requests and complaints in a timely manner</li> </ul>	20	<ul style="list-style-type: none"> <li>Demonstration</li> <li>Simulation</li> <li>Project</li> <li>On-the-job training</li> </ul>	<ul style="list-style-type: none"> <li>iii. Warranty services provided</li> <li>iv. Customer returns processed</li> <li>v. Customer feedback compiled</li> </ul>

## Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information</p> <p>01.02 Document information, procedures or processes</p> <p>01.03 Utilise basic IT information</p> <p>01.04 Analyse information</p> <p>01.05 Utilise the Internet to locate and gather information</p> <p>01.06 Utilise word processor to process information</p> <p>01.07 Utilise database applications to locate and process information</p> <p>01.08 Utilise spreadsheets applications to locate and process information</p> <p>01.10 Apply a variety of mathematical techniques</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.01 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>02.06 Write memos and letters</p> <p>02.11 Convey information and ideas to people</p> <p>03.01 Apply cultural requirements to the workplace</p> <p>03.02 Demonstrate integrity and apply ethical practices</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.04 Seek and act constructively upon feedback about performance</p> <p>03.06 Respond appropriately to people and situations</p> <p>03.07 Resolve interpersonal conflicts</p> <p>03.08 Develop and maintain cooperation within work group</p> <p>03.13 Develop and maintain team harmony and resolve conflicts</p> <p>04.01 Organise own work activities</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Learning skills</li> <li>5. Leadership skills</li> <li>6. Multitasking and prioritising</li> <li>7. Self-discipline</li> </ol>

<b>Core Abilities</b>	<b>Social Skills</b>
04.02 Set and revise own objectives and goals	
04.03 Organise and maintain own workplace	
04.04 Apply problem solving strategies	
04.05 Demonstrate initiative and flexibility	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations/systems	

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

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. Marketing plan	1:1
2. Business Plan	1:1
3. Marketing Planning Tool (such as Boston Consultant Group (BCG) Matrix, Ansoff Matrix)	1:1
4. Sample Customer List	1:1
5. Promotional materials	1:1
6. Sample Sales Documents:	1:1
• Quotation	
• Invoice	
• Delivery note	
• Sales Contract	



## REFERENCES

1. Kotler, P. 2002. Principles of Marketing. Prentice Hall. England
2. Burman, R. 1995. Manufacturing Management: Principles and Systems. McGraw-Hill Book Company..Europe. ISBN 0-07-709044-6
3. Calkins , T et al. (Editor). 2005. Kellogg on Branding: The Marketing Faculty of the Kellogg School of Management
4. Beckwith,H. 2012. Selling the Invisible; A Field Guide to Modern Marketing. Business Plus. New York.

## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>	<b>Business &amp; Finance</b>						
<b>Job Area</b>	<b>Industrial Administration</b>						
<b>Competency Unit Title</b>	<b>Logistics Operations</b>						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to carry out logistics operations efficiently to ensure timely delivery of products or service to customers Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Identify logistics requirements</li> <li>• Organise logistic arrangement</li> <li>• Mobilise resources</li> <li>• Prepare logistics reports</li> </ul>						
<b>Competency Unit ID</b>	FB-023-3:2012-C04	<b>Level</b>	3	<b>Training Duration</b>	240 Hours	<b>Credit Hours</b>	24

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Identify logistics requirements	i Logistics chain <ul style="list-style-type: none"> <li>• Targets</li> <li>• Concepts</li> <li>• Task management</li> </ul> ii Transportation <ul style="list-style-type: none"> <li>• Types of transport</li> </ul>			20	Lecture Discussion Problem-based Learning	i. Logistics specifications determined ii. Storage requirements determined

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>carriers</p> <ul style="list-style-type: none"> <li>• Product/ service-specific transport</li> <li>• Packing requirements</li> <li>• Fumigation</li> </ul> <p>iii Logistics specifications</p> <ul style="list-style-type: none"> <li>• Type of packaging</li> <li>• Scheduling</li> <li>• Multiple transport</li> <li>• Economic factors</li> </ul> <p>iv Storage requirements</p> <p>v INCOTERMS</p> <p>vi Import/ export requirements:</p> <ul style="list-style-type: none"> <li>• Certificate of origin</li> <li>• Import/export permits</li> <li>• Embargoes</li> </ul> <p>vii Enterprise Resource Planning (ERP)Software applications</p>					<p>iii. INCOTERMS interpreted</p> <p>iv. ERP applications used to make logistics arrangements</p>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine logistics specifications ii. Determine storage requirements iii. Interpret INCOTERMS iv. Determine import/export requirements v. Use ERP applications to make logistics arrangements	i. Attention to details ii. Communicate effectively	40	Demonstration Simulation Project On-the-job training	
2. Organise logistics arrangement	i. Logistics arrangement procedures ii. Forwarders function iii. Transportation <ul style="list-style-type: none"> <li>• Types of transport carriers</li> <li>• Product/ service-specific transport</li> </ul> iv. Logistic specifications <ul style="list-style-type: none"> <li>• Type of packaging</li> </ul>			30	Lecture Discussion Problem-based Learning	i. Logistics request processed ii. Transport carriers selected iii. Storage requirements arranged iv. Shipping

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Scheduling</li> <li>• Multiple transport</li> <li>• Economical factors</li> </ul> v. Storage requirements vi. Shipping arrangements vii. INCOTERMS					arrangements carried out v. INCOTERMS interpreted
		i. Process logistics request ii. Select transport carriers iii. Arrange storage requirements iv. Carry out shipping arrangements v. Interpret INCOTERMS	i. Communicate effectively ii. Organise work in a systematic manner	60	Demonstration Simulation Project On-the-job training	
3. Mobilise resources	i. Resources allocation ii. Loading and unloading operations iii. Materials handling methods and procedures iv. Delivery monitoring procedure v. Health, safety and environment requirements			20	Lecture Discussion Problem-based Learning	i. Resources allocated efficiently ii. Loading and unloading operations coordinated iii. Materials handling

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Security requirements					monitored iv. Delivery status monitored
		i. Allocate resources efficiently ii. Coordinate loading and unloading operations iii. Monitor materials handling iv. Monitor delivery status	i. Comply with health, safety and environment requirements ii. Comply with security requirements	40	Demonstration Simulation Project On-the-job training	v. Health, safety and environment requirements adhered vi. Security requirements adhered
4. Prepare logistics reports	i. Logistics recording system ii. Logistics documentation iii. Logistics reporting format			10	Lecture Discussion Problem-based Learning	i. Logistics records updated ii. Logistics documentation compiled
		i. Update logistics records ii. Compile logistics documentation iii. Prepare logistics report	i. Update records in a timely manner ii. Prepare accurate reports	20	Demonstration Simulation Project On-the-job training	i. Logistics report prepared

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilise basic IT information	3. Interpersonal skills
01.04 Analyse information	4. Learning skills
01.05 Utilise the Internet to locate and gather information	5. Leadership skills
01.06 Utilise word processor to process information	6. Multitasking and prioritising
01.07 Utilise database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	
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	
02.05 Read/Interpret flowcharts and pictorial information	
02.10 Prepare reports and instructions	
02.11 Convey information and ideas to people	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	

<b>Core Abilities</b>	<b>Social Skills</b>
03.08 Develop and maintain cooperation within work group	
03.13 Develop and maintain team harmony and resolve conflicts	
03.16 Identify and assess customer/customer needs	
04.01 Organise own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organise and maintain own workplace	
04.04 Apply problem solving strategies	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	

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

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. INCOTERMS	1:1
2. Despatch notes	1:1
3. Packing list	1:1
4. Forwarding documents	1:1
5. Custom forms	1:1
6. Export/ import permits	1:1
7. Enterprise Resource Planning (ERP) software	1:1



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1. Taylor, D. 2001. Manufacturing Operations and Supply Chain Management : The Lean Approach. Thomson. Australia
2. Harrison, A. 2002 Logistics Management and Strategy. Harlow: Prentice Hall.
3. Burman, R. 1995. Manufacturing Management:. Principles and Systems. McGraw-Hill Book Company..Europe. ISBN 0-07-709044-6

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>Sub Sector</b>	<b>Business &amp; Finance</b>						
<b>Job Area</b>	<b>Industrial Administration</b>						
<b>Competency Unit Title</b>	<b>Accounts Processing</b>						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to process accounts according to company accounting system. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Maintain accounts payable system</li> <li>• Maintain accounts receivable system</li> <li>• Maintain financial journal system</li> <li>• Prepare bank reconciliation</li> </ul>						
<b>Competency Unit ID</b>	FB-023-3:2012-C05	<b>Level</b>	3	<b>Training Duration</b>	240 Hours	<b>Credit Hours</b>	24

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Maintain accounts payable system	i Accounts payable system ii Documents required for payment <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Purchase order</li> </ul>			20	Lecture Discussion Problem-based Learning	i. Documents required for payment checked ii. Payment

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Delivery note</li> <li>• Requisition forms</li> </ul> iii Documents checking procedure iv Accounting procedure v Payment procedure vi Payment method vii Cheque issuing procedure					transactions handled iii. Payment cheques prepared
		i. Check documents required for payment ii. Handle payment transactions for accounting iii. Prepare cheques for payment	i. Attention to details ii. Careful and accurate in checking documents	40	Demonstration Simulation Project On-the-job training	
2. Maintain accounts receivable system	i. Accounts receivable system ii. Documents related to accounts receivable <ul style="list-style-type: none"> <li>• Purchase order</li> <li>• Packing list</li> <li>• Delivery note (DN)</li> </ul>			20	Lecture Discussion Problem-based Learning	i. Documents related to accounts receivable checked ii. Invoice issued iii. Receivable

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Invoice</li> <li>iii. Invoice issuing procedure</li> <li>iv. Payment receiving procedure</li> <li>v. Receipts issuing procedure</li> </ul>					transactions handled
		<ul style="list-style-type: none"> <li>i. Check documents related to accounts receivable</li> <li>ii. Issue invoice</li> <li>iii. Handle receivable transactions for accounting</li> </ul>	<ul style="list-style-type: none"> <li>i. Attention to details</li> <li>ii. Careful and accurate in checking documents</li> </ul>	40	Demonstration Simulation Project On-the-job training	
3. Maintain financial journal system	<ul style="list-style-type: none"> <li>i. Financial journal system</li> <li>ii. Types of ledgers</li> <li>iii. Accounting procedures</li> <li>iv. Roles and authority level of accounting personnel</li> </ul>			20	Lecture Discussion Problem-based Learning	<ul style="list-style-type: none"> <li>i. Roles and authority level of accounting personnel identified</li> </ul>
		<ul style="list-style-type: none"> <li>i. Identify roles and authority level of accounting personnel</li> <li>ii. Select type of ledger for accounting</li> </ul>	<ul style="list-style-type: none"> <li>i. Prepare true and fair accounts</li> </ul>	40	Demonstration Simulation Project	<ul style="list-style-type: none"> <li>ii. Type of ledger for accounting selected</li> <li>i. Accounts prepared</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iii. Prepare accounts				
4. Prepare bank reconciliations	i. Importance of bank reconciliation ii. Documents required for bank reconciliations <ul style="list-style-type: none"> <li>• Cash accounts</li> <li>• Bank statements</li> <li>• Outstanding cheques</li> </ul> iii. Deposit slips iv. Bank reconciliation procedure and reporting			20	Lecture Discussion Problem-based Learning	i. Documents required for bank reconciliations identified ii. Bank statements checked against transactions iii. Discrepancies identified, if any
		i. Identify documents required for bank reconciliations ii. Check bank statements against transactions iii. Reconcile adjusted	i. Attention to details ii. Demonstrate integrity in checking financial data iii. Carry out tasks	40	Demonstration Simulation Project On-the-job training	iv. Adjusted bank statement balance reconciled with adjusted

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		bank statement balance with adjusted cash balance iv. Prepare bank reconciliations report	in a timely manner			cash balance v. Bank reconciliations report prepared

### Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilise basic IT information	3. Interpersonal skills
01.04 Analyse information	4. Learning skills
01.05 Utilise the Internet to locate and gather information	5. Leadership skills
01.06 Utilise word processor to process information	6. Multitasking and prioritising
01.07 Utilise database applications to locate and process information	7. Self-discipline
01.08 Utilise spreadsheets applications to locate and process information	
01.10 Apply a variety of mathematical techniques	
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	
02.06 Write memos and letters	
02.10 Prepare reports 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	
03.04	Seek and act constructively upon feedback about performance	
03.05	Demonstrate safety skills	
03.06	Respond appropriately to people and situations	
03.15	Liaise to achieve identified outcomes	
04.01	Organise own work activities	

<b>Core Abilities</b>	<b>Social Skills</b>
04.03 Organise and maintain own workplace	
04.04 Apply problem solving strategies	
04.05 Demonstrate initiative and flexibility	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	

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

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. Sample Balance Sheet	1:1
2. Sample Profit & Loss (P&L) Statement	1:1
3. Sample Aging List Statement	1:1
4. Sample Cash Flow	1:1
5. Sample Assets Register	1:1
6. Sample Bank statements	1:1
7. Sample Bank Cheque	As required

8. Banking software	1:1
9. Enterprise Resource Planning (ERP) software	1:1

<b>REFERENCES</b>	
1. McLaney, E., Atrill, P. 2012. Accounting: An Introduction. 6 <sup>th</sup> Edition. Pearson. ISBN13:9780273771838	
2. Romney, M. & Steinbart, P. 2011. Accounting Information Systems. Pearson. ISBN13:9780273754374	
3. Gilbertson, C.B., Lehman, M.W. 2009. Fundamentals of Accounting. Course 1. South-Western Cengage Learning. Mason. ISBN 13:9780538448260	
4. Kieson, D et al. 2011. Intermediate Accounting 14 <sup>th</sup> Edition. Wiley, John & Sons. ISBN 13: 9780470587232 .	



**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>Sub Sector</b>	<b>Business &amp; Finance</b>						
<b>Job Area</b>	<b>Industrial Administration</b>						
<b>Competency Unit Title</b>	<b>Information &amp; Communication System Application</b>						
<b>Learning Outcomes</b>	<p>The person who is competent in this CU shall be able to apply information &amp; communication system in daily work operation.                      Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Identify external and internal sources of information</li> <li>• Organise data and information</li> <li>• Utilise network and communication system</li> </ul>						
<b>Competency Unit ID</b>	FB-023-3:2012-C06	<b>Level</b>	3	<b>Training Duration</b>	120	<b>Credit Hours</b>	12

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Identify external and internal sources of information	<ul style="list-style-type: none"> <li>i. Impact of information &amp; communication system on business processes and operating procedures</li> <li>ii. Sources of information</li> <li>iii. Reliability of sources</li> <li>iv. Data Privacy Protection policy</li> <li>v. Intellectual property rights</li> <li>vi. Patent recognition</li> <li>vii. Communication tariffs and costs</li> </ul>			8	<ul style="list-style-type: none"> <li>Lecture</li> <li>Discussion</li> <li>Problem-based Learning</li> </ul>	<ul style="list-style-type: none"> <li>i. External and internal sources of information selected</li> <li>ii. Sources of information evaluated</li> <li>iii. Communication tariffs and costs determined</li> </ul>
		<ul style="list-style-type: none"> <li>i. Select external and internal sources of information</li> <li>ii. Evaluate sources of information</li> <li>iii. Determine communication tariffs and costs</li> </ul>	<ul style="list-style-type: none"> <li>i. Adhere to regulations of data privacy protection policy</li> <li>ii. Adhere to intellectual property rights policy</li> </ul>	16	<ul style="list-style-type: none"> <li>Demonstration</li> <li>Simulation</li> <li>Project</li> <li>On-the-job training</li> </ul>	
2. Organise data and information	<ul style="list-style-type: none"> <li>i. Types of data and information</li> </ul>			16	<ul style="list-style-type: none"> <li>Lecture</li> <li>Discussion</li> </ul>	<ul style="list-style-type: none"> <li>i. Data and information</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Accuracy and reliability of data and information iii. Data Privacy Protection policy iv. Intellectual property rights v. Patent recognition				Problem-based Learning	compiled and organised ii. Data and information evaluated in terms of accuracy and reliability
		i. Compile and organise data and information ii. Evaluate data and information	i. Adhere to regulations of data privacy protection policy ii. Adhere to intellectual property rights policy	32	Demonstration Simulation Project On-the-job training	iii. Methods to ensure data privacy and intellectual property protection applied
3. Utilise network and communication system	i. Operating systems <ul style="list-style-type: none"> <li>• Standard software</li> <li>• Company-specific software</li> </ul> ii. Network and communication system iii. Software and hardware configuration and			16	Lecture Discussion Problem-based Learning	i. Data and information stored and retrieved ii. Operating systems, networks and services

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	compatibility iv. Access authorisations v. Data and information storage and retrieval procedures vi. Data Privacy Protection policy vii. Intellectual property rights viii. Patent recognition					applied iii. different access authorisations applied iv. Methods to ensure data privacy and intellectual property protection applied
		i. Store and retrieve data and information ii. Use operating systems, networks and services iii. Apply different access authorisations	i. Adhere to regulations of data privacy protection policy ii. Adhere to intellectual property rights policy	32	Demonstration Simulation Project On-the-job training	

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilise basic IT information	3. Interpersonal skills
01.04 Analyse information	4. Learning skills
01.05 Utilise the Internet to locate and gather information	5. Leadership skills
01.06 Utilise word processor to process information	6. Multitasking and prioritising
01.07 Utilise database applications to locate and process information	7. Self-discipline
01.08 Utilise spreadsheets applications to locate and process information	
01.09 Utilise business graphic application to process information	
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	
02.05 Read/Interpret flowcharts and pictorial information	
02.06 Write memos and letters	
02.07 Utilise Local Area Network (LAN) / Intranet to exchange information	
02.09 Prepare flowcharts	
02.10 Prepare reports and instructions	

02.11	Convey information and ideas to people	
03.01	Apply cultural requirements to the workplace	
03.02	Demonstrate integrity and apply ethical practices	
03.03	Accept responsibility for own work and work area	

<b>Core Abilities</b>		<b>Social Skills</b>
03.04	Seek and act constructively upon feedback about performance	
03.05	Demonstrate safety skills	
03.06	Respond appropriately to people and situations	
03.07	Resolve interpersonal conflicts	
03.08	Develop and maintain cooperation within work group	
03.15	Liaise to achieve identified outcomes	
03.16	Identify and assess customer/customer needs	
03.17	Identify staff training needs and facilitate access to training	
04.01	Organise own work activities	
04.02	Set and revise own objectives and goals	
04.03	Organise and maintain own workplace	
04.04	Apply problem solving strategies	
04.05	Demonstrate initiative and flexibility	
06.01	Understand systems	
06.02	Comply with and follow chain of command	
06.03	Identify and highlight problems	
06.04	Adapt competencies to new situations/systems	
06.05	Analyse technical systems	
06.06	Monitor and correct performance of systems	
06.07	Develop and maintain networks	

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Flowcharts	1:1
2. Computer system	1:1
3. Communication system	1:1
4. Relevant office software	1:1

### REFERENCES

1. Mansell, R. 2009. The Management of Information and Communication Technologies: Emerging Patterns of Control. Aslib. Michigan
2. Loehlein, P. 2010. Guide to information source sin Management Information Systems: An Update. School of Management, University of Minnesota.
3. Anthony, R.J. 2000 Organisations, People & Effective Communication: Most Good and Bad Come Down to People and Communication. University Readers

SUMMARY OF TRAINING HOURS

SECTOR : BUSINESS MANAGEMENT		
SUB SECTOR : BUSINESS & FINANCE		
JOB AREA : INDUSTRIAL ADMINISTRATION		
JOB LEVEL : THREE (3)		
CU ID	Competency Unit	Training Hours
FB-023-3:2012-C01	Human Resource Administration	300
FB-023-3:2012-C02	Purchasing Operation	240
FB-023-3:2012-C03	Marketing & Sales Operation	300
FB-023-3:2012-C04	Logistics Operations	240
FB-023-3:2012-C05	Accounts Processing	240
FB-023-3:2012-C06	Information & Communication System Application	120
	Total Training Programme Hours	1440



**SUMMARY OF TRAINING HOURS FOR INDUSTRIAL ADMINISTRATION - LEVEL 3**

COMPETENCY UNIT NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	GUIDED		TOTAL (HRS)	CREDIT HOURS
			RELATED KNOWLEDGE	RELATED SKILL		
FB-023-3:2012-C01	HUMAN RESOURCE ADMINISTRATION	1. Provide human resource related information	20	40	300	30
		2. Process staff database	20	40		
		3. Process staff salary and claim	20	40		
		4. Process staff human resource matters	20	40		
		5. Process entry and exit information	20	40		
		<b>TOTAL HOURS</b>	<b>100</b>	<b>200</b>		
FB-023-3:2012-C02	PURCHASING OPERATION	1. Identify purchasing requirements	16	24	200	24
		2. Source for vendors	16	24		
		3. Check vendors' offers	16	24		
		4. Purchase materials and services	16	24		
		5. Receive and process purchased items and services	16	24		
		<b>TOTAL HOURS</b>	<b>80</b>	<b>120</b>		
FB-023-3:2012-C03	MARKETING & SALES OPERATION	1. . Identify related marketing information	10	20	300	24
		2. Prepare marketing materials	10	20		
		3. Assist in implementing promotional activities	20	40		
		4. Maintain contact with prospects and customers	10	20		
		5. Assist in sales presentations	20	40		
		6. Assist in sales closing	20	40		
		7. Support post- sales activities	10	20		
		<b>TOTAL HOURS</b>	<b>100</b>	<b>200</b>		
FB-023-3:2012-C04	LOGISTICS OPERATION	1. Identify logistics requirements	20	40	240	24
		2. Organise logistics arrangement	30	60		
		3. Mobilise resources	20	40		
		4. Prepare logistics reports	10	20		

**SUMMARY OF TRAINING HOURS FOR INDUSTRIAL ADMINISTRATION - LEVEL 3**

COMPETENCY UNIT NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	GUIDED		TOTAL (HRS)	CREDIT HOURS
			RELATED KNOWLEDGE	RELATED SKILL		
		<b>TOTAL HOURS</b>	<b>80</b>	<b>160</b>		
FB-023-3:2012-C05	ACCOUNTS PROCESSING	1. Maintain accounts payable system	20	40	<b>240</b>	<b>24</b>
		2. Maintain accounts receivable system	20	40		
		3. Maintain financial journal system	20	40		
		4. Prepare bank reconciliations	20	40		
		<b>TOTAL HOURS</b>	<b>80</b>	<b>160</b>		
FB-023-3:2012-C06	INFORMATION & COMMUNICATION SYSTEM APPLICATIONS	1. Identify external and internal sources of information	8	16	<b>120</b>	<b>12</b>
		2. Organise data and information	16	32		
		3. Maintain financial journal system	16	32		
		<b>TOTAL HOURS</b>	<b>40</b>	<b>80</b>		
<b>TOTAL HOURS OF CORE COMPETENCIES.</b>					<b>1400</b>	<b>138</b>