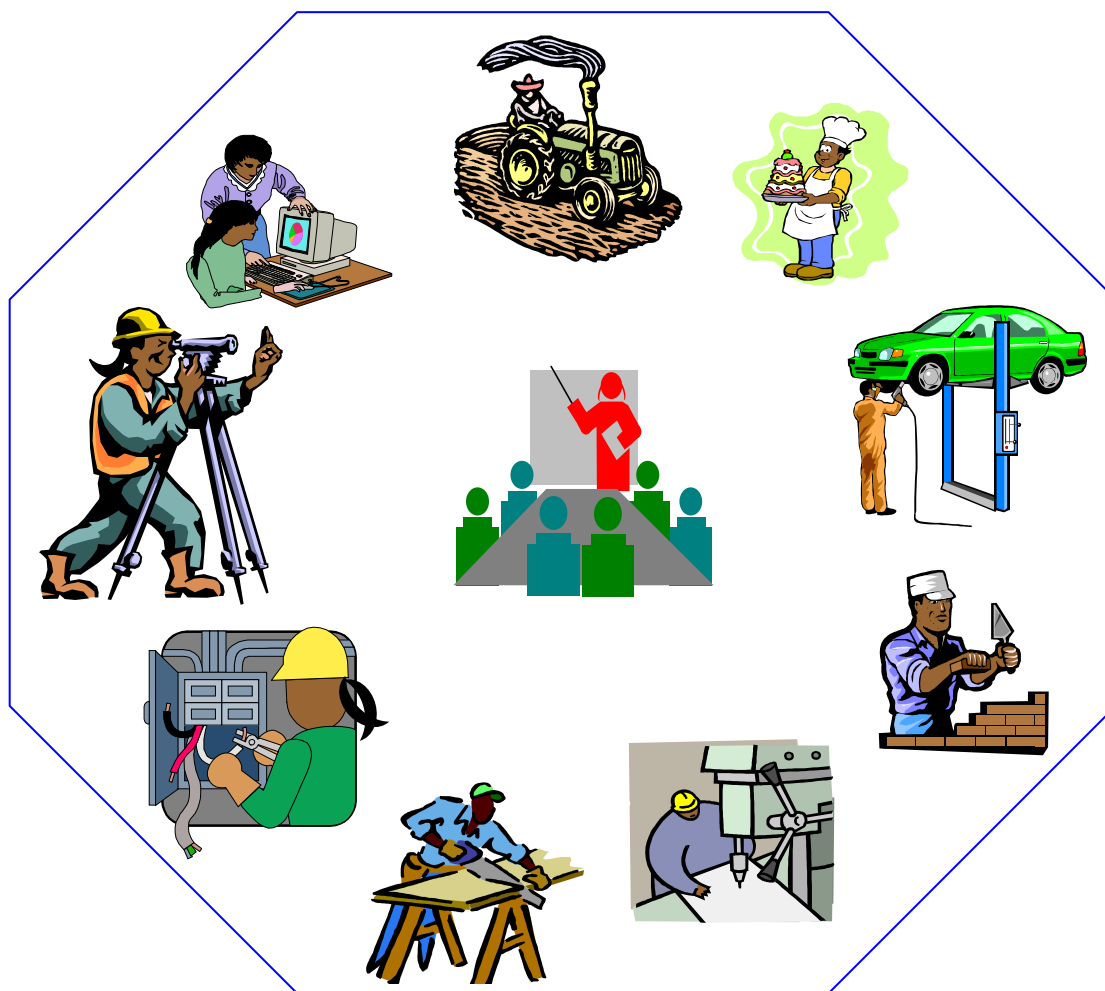**Federal Democratic Republic of Ethiopia**

OCCUPATIONAL STANDARD

DOCUMENTS VERIFICATION AND REGISTRATION OPERATION

NTQF Level III

Ministry of Education
August 2012

Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopia Occupational Standards (EOS) is the core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF).They are national Ethiopia standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:
- Occupational title, NTQF level
- Unit code
- Unit title
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the respective occupation with all the key components of a Unit of Competence -
- chart with an overview of all Units of Competence for the respective level including the Unit Codes and Unit of Titles
- contents of each Unit of Competence (competence standard)
- occupational map providing the Technical and Vocational Education and Training (TVET) providers with information and important requirements to consider when designing training programs for this standards, and for the individual, a career path

UNIT OF COMPETENCE CHART

Occupational Standard: Documents Verification and Registration Operation	
Occupational Code: EIS DVR	

NTQF Level III

EIS DVR3 01 0812 Uphold the Values and Principles of Public Service	**EIS DVR3 02 0812** Use Technology in the Workplace	**EIS DVR3 03 0812** Verify Documents
EIS DVR3 04 0812 Provide Verification and Registration Service	**EIS DVR3 05 0812** Work Effectively with Diversity	**EIS DVR3 06 0812** Create Databases
EIS DVR3 07 0812 Provide Documentation Service	**EIS DVR3 08 0812** Use the Organization's Information Systems	**EIS DVR3 09 0812** Implement Issuance of Certificate and Provision of Information
EIS DVR3 10 0812 Work within the Administration Protocols of the Organization	**EIS DVR3 11 0812** Conduct online Transactions	**EIS DVR3 12 0812** Ensure Customer Information Confidentiality
EIS DVR3 13 0812 Maintain Customer Service Records	**EIS DVR3 14 0812** Comply with Legislation in the Public Sector	**EIS DVR3 15 0812** Contribute to Implementation of Service Delivery Strategy
EIS DVR3 16 0812 Monitor Implementation of Work Plan/Activities	**EIS DVR3 17 0812** Apply Quality Control	**EIS DVR3 18 0812** Lead Workplace Communication
EIS DVR3 19 0812 Lead Small Teams	**EIS DVR3 20 0812** Improve Business Practice	**EIS DVR3 21 1012** Prevent and Eliminate MUDA

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Uphold the Values and Principles of Public Service**
Unit Code	**EIS DVR3 01 0812**
Unit Descriptor	This unit of competency describes the outcomes required to demonstrate ethical conduct required of those in public service. It includes applying ethical standards and dealing with ethical problems.

Elements	Performance Criteria
1. Apply ethical standards	1.1 Interpretation of **ethical values and principles** is reviewed with colleagues to ensure accuracy.
	1.2 Personal **work practices** are undertaken in compliance with public sector ethics standards, organizational **policy and guidelines**.
	1.3 Verbal and written advice and reports are prepared containing information which is impartial, substantiated, accurate and complete.
	1.4 **Public resources** are used in accordance with public sector ethics standards, organizational policy and guidelines
	1.5 **Conflicts of interest** are identified, declared, addressed and documented in accordance with policy and procedures
	1.6 Personal behavior and relationships with customers and stakeholders are conducted in accordance with ethics standards, rule, procedure and guidelines.
2. Deal with ethical problems	2.1 Situations which pose ethical problems are resolved or **referred** in accordance with organizational guidelines.
	2.2 Decision-making processes used are recorded to resolve ethical problems in accordance with organizational rule and procedures.
	2.3 Organizational policies/codes on the prevention and reporting of **unethical conduct** are accessed and applied.

Variable	Range

Ethical values and principles	May include but not limited to:
	• impartiality
	• confidentiality
	• diligence
	• fidelity
	• conflict of interest
	• legality
	• integrity
	• transparency
	• efficiency
	• equality
	• justice
	• responsibility
	• natural justice/procedural fairness, that is:
	  ➢ the right to be heard/put your case
	  ➢ the right to be informed of a complaint or case against you
	  ➢ the right to know the outcomes/recommendations of an investigation involving you
	  ➢ the right to know reasons for decisions affecting you
	  ➢ the right to privacy
	  ➢ the right to representation
	  ➢ the right to silence
	  ➢ the decision maker should not be a judge in his/her own cause

Work practices	May include but not limited to: • behaviors • conduct • Relationships with work colleagues, external individuals and organizations. • the manner in which work activities are carried out
Policy and guidelines	May include but not limited to: • legislation for public sector management • freedom of information • equal employment opportunity and anti-discrimination law • public sector standards • Ministerial directions • Federal government and Regional State • organizational codes of conduct • sets of values • organizational mission and values statements • organizational policy, procedures/guidelines • government policy

	• professional codes of ethics and conduct
	• equity guidelines, workplace diversity guidelines
Public resources	May include but not limited to:
	• time
	• stationery
	• equipment
	• telephones
	• Internet
	• Email
Conflicts of interest may be:	May include but not limited to:
	• potential, perceived and actual conflicts
	• bribery
	• improper use of official information
	• improper use of resources, including plant and equipment
	• acceptance of gifts
	• entertainment
	• previous and outside employment, including voluntary work
	• favors for friends and/or relatives
	• memberships of organizations
	• political activity
	• pecuniary and non-pecuniary conflicts
Referrals of ethical problems may be made to:	• line management
	• chief executive
	• Anti Corruption Commission
	• public sector standards body
	• organizational ethics committee
	• internal grievance mechanisms, including identified officers
	• confidant programs (whistleblower protection programs)
	• organizational professional reporting procedures
	• unions and professional bodies
	• ombudsman
	• police
Unethical conduct	May include but not limited to:
	• fraud, corruption, maladministration and waste
	• unauthorized access to and/or use of information money/finances, vehicles, equipment, resources, time
	• improper actions during contractual processes, such as: release of intellectual property, infringing copyright, release of tender information, inappropriate disclosure during tender process
	• improper public comment on matters relating to the government and/or the organization:
	➢ falsifying records

	> giving false testimonials > dishonesty > improper use of plant and equipment, credit cards, frequent flyer points, telephones, email and Internet • extravagant or wasteful practices • personal favors • preferential treatment • putting barriers in place, hindering, blocking action • compromising behavior including sexual harassment • lack of confidentiality • directing others to act unethically • oppressive/coercive management decisions resorting to illegality to obtain evidence

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • the values of public sector office • the nature of ethics and ethical values • the fundamental ethical principles such as justice, respect for persons, procedural fairness, confidentiality, responsible care
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • the nature of ethics and ethical values • fundamental ethical principles such as justice, respect for persons, procedural fairness, confidentiality, responsible care • values of public sector office • natural justice/procedural fairness • equal employment opportunity, equity and diversity principles • where to access ethical decision making/problem solving models, organizational codes and procedures • procedures for declaring conflicts of interest
Underpinning Skills	Demonstrates skills to: • apply objective and impartial evaluation of conflicting requirements • use ethical decision making • prepare written advice and reports requiring accuracy of expression • access legislation and codes of ethics electronically or in hard copy • tailor communication to suit different audiences • respond to diversity, including gender and disability • apply occupational health and safety procedures relating to ethical work practices

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Level III	
Unit Title	**Use Technology in the Workplace**
Unit Code	**EIS DVR3 02 0812**
Unit Descriptor	This unit covers various applications of technology and their use to achieve work outcomes. It includes selecting, using and maintaining technology. In practice, using technology in the workplace may overlap with other generalist or specialist public sector work activities such as working in a public sector environment, communicating in the workplace, delivering client service, using resources, etc.

Elements	Performance Criteria
1. Select and use technology	1.1 The **technology** requirements of tasks are assessed and technology and/or **software applications** are selected in accordance with task requirements and available workplace resources
	1.2 Work area, furniture and equipment are adjusted and used in accordance with ergonomic requirements
	1.3 Technology/software is used to achieve work outcomes in accordance with organizational guidelines and occupational health and safety requirements
	1.4 Manuals, training booklets, online/telephone assistance or help-desks are used to overcome basic difficulties with technology, and more complex problems are referred for assistance in accordance with organizational policy and procedures
	1.5 Technology and data are secured in accordance with legislation, policy and procedures
2. Maintain technology	2.1 **Routine maintenance** is carried out and/or arranged to ensure that technology is maintained in accordance with manufacturers' instructions and organizational requirements
	2.2 Equipment faults are corrected or reported in accordance with manufacturers' instructions and service agreements
	2.3 Technology consumables are replaced as they are used in accordance with manufacturers' instructions and organizational requirements

	2.4 **Use of technology** and disposal of used consumables meets government and organizational environmental policies

Variable	Range
Technology covers all equipment used in the workplace	May include but not limited to: • computer facsimiles • computer technology, such as laptops, notebooks, palm pilots and personal computers • data show projectors • Manipulator • digital cameras • electronic whiteboards • facsimile machines • keyboards • modems • mouse • multifunction scanners/faxes/printers • photocopiers • printers • routers • scanners
Software applications	May include but not limited to: • email • Internet • instant messages • word processing • spreadsheets • databases • accounting • presentation packages
Routine maintenance	May include but not limited to: • regular checking of equipment • replacing consumables • 'in-house' cleaning and servicing of equipment according to manufacturers' guidelines • periodic servicing by qualified or manufacturer-approved technician

Use of technology	May include but not limited to:
	• document re-verification system
	• document authentication system
	• document registration system
	• information searches
	• data storage, retrieval and analysis
	• numerical calculations
	• presentation of information
	• copying information
	• communication
	• internet
	• email exchange
	• share point

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • legislation, procedures and guidelines relating to the use of technology in the workplace • logon, backup, virus protection and shutdown procedures for computer equipment • applying problem solving in relation to routine problems
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • legislation, procedures and guidelines relating to the use of technology in the workplace • occupational health and safety procedures and regulations • logon, backup, virus protection and shutdown procedures for computer equipment • basic technical terminology in relation to reading manuals and help files • methods of detecting faults in and solving problems with business technology • equal employment opportunity, equity and diversity principles
Underpinning Skills	Demonstrates skills to: • plan technology use • identify work requirements and selecting the equipment and software application of best fit in terms of timeliness, cost effectiveness, occupational health and safety conditions • use a keyboard • use a range of technology applications • use communication to request advice, receive feedback and work with others • apply problem solving in relation to routine problems

	• follow manufacturers' instructions • respond to diversity, including gender and disability • apply public sector legislation such as occupational health and safety and environment in the context of using workplace technology
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Verify Documents**
Unit Code	**EIS DVR3 03 0812**
Unit Descriptor	This unit describes the knowledge and skills required to prove free consent, verify and attach relevant documents and insure all agreements or contract are signed by all parties

Elements	Performance Criteria
1. Conduct registration	1.1 The **required documents** are ensured to be complete. 1.2 Registration is conducted according to the organizational policy
2. Check injunction cases	2.1 The property is checked whether it is made in **injunction** 2.2 **Professional license** is verified 2.3 **Signature specimens** are checked in accordance with the work procedures
3. Prove free consent	3.1 Verify the identity of each **signer** and make sure both parties are aware of the **ramifications** of the agreement and are not being forced into signing the document 3.2 Verify the names and identities of the parties involved in signing a document and attests to those identities in his presence in accordance with the **organizational procedures** and **legislative requirements**. 3.3 **Letter of representation** is checked whether the case handler is an agent 3.4 Checks both parties know the agreement's ramification and ensure that the people involve are not forced during the signing of document
4. Verify and attach related documents	4.1. **Relevant document** is checked to be true, genuine,

	honored.
	4.2. The document is checked to be either *fraud* or genuine/legal.
	4.3. All relevant documents are attached based on the procedures
5. Ensure all parties have signed	5.1 Before signing happens, the document and the identity of each signer are verified.
	5.2 Appropriate person who sign on document is verified.
	5.3 A unique identifying number is issued in order to prevent fraudulent use of the seal.
	5.4 The case is sent for service payment

Variable	Range

Required documents	May include but not limited to:
	• court decisions may include but not limited to:
	  ➢ residence injunction and left order
	  ➢ business injunction and left order
	  ➢ any other organization business property injunction and left order
	  ➢ vehicle injunction and left order
	• professional license
	• signature specimens may include:
	  ➢ Seal
	  ➢ Titer
	  ➢ Initial
	  ➢ Signature
	  ➢ Supportive letter written by authorized person

Injunction	May include but not limited to:
	• preventive injunction
	• permanent injunction
	• mandatory injunction
	• immovable properties such as:
	  ➢ residence
	  ➢ business
	  ➢ any other organization business property
	• movable properties like:
	  ➢ vehicle
	  ➢ bank account
	• civil status
	• professional license injunction

Professional license	May include but not limited to: • registered • renewed • free from injunction
Signature specimen	May include but not limited to: • registered • free from injunction

Signer may be:	May include but not limited to:
	• contracting parties such as:
	   ➢ shareholders
	   ➢ buyers and sellers
	   ➢ marriage partners
	   ➢ affidavit parties
	   ➢ donner and donee
	   ➢ lender and borrower
	   ➢ employee and employer
	   ➢ physician and medical institute
	   ➢ person or third parties
	   ➢ author and publisher
	   ➢ lesser and lessee
	   ➢ debtor and pledge
	   ➢ contractor and administrative authority
	   ➢ supplier and administrative authority
	• agent/representative
	• principal
	• agreement signer
	• endorser
	• witness
	• investors
	• authenticator

Ramifications	May include but not limited to: • consulting • clarifying agreement • consent • legal interpretation
Organizational procedures may include:	May include but not limited to: • working manual • code of conduct • code of ethics • operation working manual • information booklet • workplace practices
Legislative requirements may	May include but not limited to: • appropriate proclamation related to document

include:	authentication and registration
	• agency law
	• legislation for public sector management
	• freedom of information
	• anti-discrimination law
	• federal government and regional state
	• organizational codes of conduct
	• professional codes of ethics and conduct
	• sets of values
	• organizational mission and values statements
	• organizational policy, procedures/guidelines
	• government policy
	• equity guidelines, workplace diversity guidelines
	• public sector standards
	• ministerial directions
Letter of representation	May include but not limited to:
	• power of attorneys:
	➢ acts of management
	➢ special agency
Relevant Documents may include:	May include but not limited to:
	• ID card such as:
	➢ Pass port
	➢ Residential ID card
	➢ Foreign national ID card
	• license document such as:
	➢ Trade licensee
	➢ Foreign national investment license
	➢ Driving license
	➢ Professional license
	➢ Tin certificate
	• medical document such as:
	➢ Death certificate
	➢ Birth certificate
	➢ DNA certificate
	➢ Health status certificate
	• court decision such as:
	➢ injunction or restriction order
	➢ divorce decision
	➢ Death certificate
	➢ name change
	➢ guardian
	➢ rights of heritage
	➢ will
	➢ Marital status certificate

	• title deeds like:
	  ➢ vehicle deed
	  ➢ title deed of house
	• lease contract
	• Lease payment certificate
	• educational documents
	• declaration paper
	• power of attorneys:
	  ➢ general power of attorney
	  ➢ family power of attorney
	  ➢ power of attorney of lawyer
	• affidavit
	• visa
	• diplomas, degrees and apprenticeship or trade papers
	• Police certificate
	• court order

Fraud	May include but not limited to: • signature • seal • titer • quality of material • miss represent

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • providing evidence of specified essential knowledge of appropriate proclamation related to document authentication and registration • understanding of agency law • demonstrating the application skill of forensic
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • appropriate proclamation related to document authentication and registration • agency law • code of ethics and code of conduct • fundamental ethical principles such as justice, respect for persons, procedural fairness, confidentiality, responsible care • values of public sector office • equity and diversity principles • where to access ethical decision making/problem solving models, organizational codes and procedures • procedures for declaring conflicts of interest

Underpinning Skills	Demonstrates skills to: • communicate and negotiate with clients involving complex oral and written exchanges • assist forensic • interact with diverse clients, contractors and end users • respond to diversity, including gender and disability • respond to cases related to contracts, agreement, legislation and guidelines • apply occupational health and safety and environmental requirements in the context of contract management
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Provide Verification and Registration Service**
Unit Code	**EIS DVR3 04 0812**
Unit Descriptor	This unit covers competences required to provide service by applying basic principles of verification and registration of documents.

Elements	Performance Criteria
1. Promote registration services	1.1 The process of registration services is explained according to organizational rules and procedures. 1.2. Necessity of registration services is presented.
2. Provide registration service	2.1 Nature, extent and purpose of required information are identified. 2.2 Internal and external sources are identified and accessed to produce required information in accordance with organizational rules and procedures. 2.3 Demographic characteristics, extent and timeframe of data gathering are identified. 2.4 Information is collected and organized in accordance with registration procedures and defined guidelines. 2.5 Confidentiality and privacy procedures are followed. 2.6 Information gathered is verified to ensure relevant work requirements. 2.7 Gathered information is recorded and reported in accordance with registration procedures and defined guidelines. 2.8 Identify types of registration and give the service according to procedures. 2.9 Services are delivered regularly accordi.ng to the settled standards. 2.10 *Injunction* and lift of injunction services are provided.

Variable	Range
Injunction	May include but not limited to: • preventive injunction • permanent injunction • mandatory injunction • immovable properties: ➢ residence ➢ business ➢ any other organization business property • movable properties: ➢ vehicle ➢ bank account • civil status • professional license injunction

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • registration services are promoted • preparing of datum • services delivered
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • application of organizational procedures and regulations • the process, uses, and evaluation the content/substance of documents • verification and registration • ethical and legal considerations in verification process • civil code and family law
Underpinning Skills	Demonstrate skills to: • gather data • difference between active, passive, and current statistical data • apply statistical data • utilize computer • file and keep document/information/ • communicate effectively
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competency may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Work Effectively with Diversity**
Unit Code	**EIS DVR3 05 0812**
Unit Descriptor	This unit covers the competency for individuals without supervisory responsibilities to work effectively with diversity. It includes recognising and valuing individual differences and working effectively with diverse clients and colleagues.

Elements	Performance Criteria
1. Recognize and value individual differences	1.1 Workgroup ***diversity*** is explored to identify attributes that may be of benefit to the organization and its client base.
	1.2 ***Colleagues*** are assisted to acknowledge and use their diverse attributes to contribute to workgroup processes, outcomes and delivery of services to diverse clients.
	1.3 Own work practices are used to acknowledge and reflect the diversity of self and colleagues for the benefit of workplace activities, stakeholder relationships and outcomes.
	1.4 Client diversity is identified and responded to in accordance with ***legislation, policy and guidelines***.
2. Work effectively with diverse clients and colleagues	2.1 A range of communication styles are developed and used to respect and reflect the diversity of the workplace and client groups.
	2.2 Compliance with the requirements of public sector legislation, policies and guidelines relating to workplace diversity is demonstrated through personal conduct in the workplace.
	2.3 Feedback from clients and the workgroup is sought and utilized to continuously improve personal effectiveness in working with diversity.

Variable	Range
Diversity	May include but not limited to: • age • cultural background • disability • educational level • ethnicity • expertise • family responsibilities • gender • interests • interpersonal approach • language • learning styles • life experience • marital status • not fitting the dominant paradigm of the organization • personality • physical capability • political orientation • race • religious belief • sexual orientation • socio-economic background • thinking styles • work experience • working styles
Colleagues	May include but not limited to: • peers • trainees • work experience personnel • supervisors and senior management • internal stakeholders
Legislation, policy and guidelines	May include but not limited to: • legislation addressing diversity issues, for example:

	➢ racial discrimination
	➢ sex discrimination
	➢ disability discrimination
	➢ workplace relations
	• Federal and Regional government legislation addressing diversity issues,
	• workplace diversity guidelines
	• national and international codes of practice and standards
	• the organization's plans, strategies and policies relating to diversity
	• policies relating to language services
	• government policy mandating equal employment opportunity and/or workplace diversity requirements, such as:
	• public sector ethics/values/codes of conduct
	• public sector management standards (subordinate law)
	• community guidelines, policy and practices

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • work effectively in the organization • contribute to workgroup activities • address client needs • work in and with small, regional and remote organizations • use workplace communication strategies • contribute to conflict management • give and receive workplace feedback
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • cultural diversity, including issues of racism, harassment and victimization • own cultural assumptions and their effect on behavior and work practices • public sector definitions of diversity • the benefits of workplace diversity • ways to ensure effective and equitable delivery of services to diverse clients • equal employment opportunity, equity and diversity principles • principles and practices of cultural awareness and cross-cultural communication

	• public sector values and codes of conduct • public sector legislation impacting on workplace diversity organizational policies and procedures
Underpinning Skills	Demonstrates skills to: • use a range of communication styles to suit different audiences and purposes • communicate with people from diverse backgrounds • respond to diversity, including gender and disability • read complex and formal documents such as legislation and codes of conduct and applying them to work practices • access legislation and codes of conduct electronically or in hard copy
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Create Databases**
Unit Code	**EIS DVR3 06 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information.

Elements	Performance Criteria
1. Create a simple database	1.1 A simple database is designed with at least two tables, using a ***database application***, ***basic design principles***, ***software functions*** and ***simple formula***
	1.2 A table is developed with fields and attributes according to database usage, as well as ***data*** considerations and user requirements
	1.3 A primary key is created for each table
	1.4 Table layout and field attributes are modified as required
	1.5 A relationship between the two tables is created
	1.6 ***Data*** entered is ***checked and amended*** in accordance with organizational and task requirements
2. Create reports and queries	2.1. Information output, database tables to be used and ***report layout*** are determined to meet task requirements
	2.2. Data groupings, search and sort criteria are determined to meet task requirements
	2.3. Reports and queries are run to check that results and formulae provide the required data
	2.4. Reports are modified to include or exclude additional requirements
3. Use database	3.1 Data input is ensured to meet ***designated time lines*** and organizational requirements for speed and accuracy
	3.2 Manuals, user documentation and online help are used to overcome problems with database design and production
	3.3 Database reports or forms are previewed, adjusted and

	printed in accordance with organizational and task requirements
	3.4 *Databases* are named and *stored* in accordance with organizational requirements, and exit application without data loss or damage
	3.5 Reports are prepared and distributed to the appropriate person in a suitable format

Variable	Range
Database applications	May include but not limited to: • services database applications • organizational specific database applications
Basic design principles	May include but not limited to: • naming conventions • data layout • formatting • database use • required output • reporting and presentation requirements
Software functions	May include but not limited to: • adding, deleting, moving, re-labeling fields • altering field widths • calculating, using formula • data protection • field definitions and attributes • formatting fields • formatting text • headers and footers • inserting and deleting blank lines and spaces • repeating (if available) • table, form and report wizards
Simple formulas	May include but not limited to: • average • count • division • maximum • minimum • multiplication • subtraction • sum • combinations of above

Data	May include but not limited to:
	• numbers
	• text
Checking and amending data	May include but not limited to:
	• accuracy of data
	• accuracy of formulae with calculator
	• ensuring instructions with regard to content and format have been followed
	• outcome of sorting or filtering
	• proofreading
	• spelling, electronically and manually
Report layout	May include but not limited to:
	• alignment on page
	• columns
	• enhancements to format - borders, patterns and colours
	• enhancements to text
	• formatting provided through use of a wizard or other automated process
	• headers/footers
	• logical ordering of data
	• tables
Designated time lines	May include but not limited to:
	• time line agreed with internal or external client
	• time line agreed with supervisor or person requiring database
Print	May include but not limited to:
	• forms
	• queries
	• records
	• reports
	• tables
Databases storing	May include but not limited to:
	• authorized access
	• filing locations
	• naming conventions
	• organizational policy for backing up files
	• organizational policy for filing hard copies of databases
	• security
	• storage in electronic folders and sub-folders
	• storage on disk drives, CD-ROM, back-up tapes

Evidence Guide

Critical Aspects of Competence	Demonstrates skills and knowledge in: • creating simple databases and queries manipulating data using queries formatting data into a final version • explaining processes of data entry, storage and presentation
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • anti-discrimination legislation • ethical principles • codes of practice • occupational health and safety
Underpinning Skills	Demonstrates skills to: • create simple queries and to use simple formulae • plan and organize for effective databases development • solve problem to address inconsistencies in data and issues in database, and to query structures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Provide Documentation Service**
Unit Code	**EIS DVR3 07 0812**
Unit Descriptor	This unit defines the competence required to ensure standard records documentation and maintenance.

Elements	Performance Criteria
1. Ensure proper client reception and registration	1.1 Customer needs are identified by interviewing customer or accompanying person according to set guidelines. 1.2 Availability of previous record is identified in the same facility. 1.3 New records are prepared with standardized forms. 1.4 **Card Index (CI)** is produced and catalogued during registration.
2. Implement retrieval and tracing methods for individual client records	2.1 Records are checked for completion according to standard. 2.2 Records are reviewed for proper registration. 2.3 **Data** collected are entered into customer's record. 2.4 Use of service identification card is explained to clients. 2.5 CI catalogue is maintained.
3. provide client record keeping and maintenance	3.1 Records are checked for completion according to standard. 3.2 Records are reviewed for proper registration. 3.3 Data collected are entered into customer record. 3.4 Use of service identification card is explained to clients. 3.5 CI catalogue is maintained.
4. Ensure compliance to	4.1. Record maintenance directives are applied. 4.2. Application of standardized record filling procedures is

	record management standards	ensured and *verified*.
		4.3. Accuracy and completeness of each record are maintained according to policies and procedures.
		4.4. Compliance to record management standards is monitored and supervised at all levels.

Variable	Range
Card Index	May include but not limited to: • facility identifier • record number • registration date • client's full name • date of birth • gender • client's address
Data	May include but not limited to: • dates, numbers, images, symbols, that represent basic facts and observations about people, processes, measurements and conditions
Verify	May include but not limited to: • verify the filing of a record by carefully checking that it has been allocated to an appropriate place in the filing system • check maintenance of record work unit

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • ensured proper client reception and registration • monitored client record keeping and maintenance • implemented retrieval and tracing methods for individual client records • ensured compliance to record management standards • keeping records tidy, handling records safely • store, retrieve and archive information effectively and efficiently • database utilization • information Security
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • customer privacy legislations • content of record in various registration setting • documentation requirements

	- formats used for registration records - use and function of registration record - information security - development and maintenance of record system - concept of electronic registration record - keeping records tidy, handling records safely - protecting records from accidental damage - organization's policy on the return of records - how to deal with the return of damage or disordered records - obtaining assistance to resolve difficulties - organizations' systems for arranging material - correcting sequencing errors without delay - identifying relevant subject matter of record - maintaining the integrity of the record keeping system - stored, retrieved and archived information effectively and efficiently - methods you can use to collect required information - accessing customer record using the Card Index - unique documentation requirements and information management
Underpinning Skills	Demonstrates skills to: - file documents - utilize computer - utilize database - to take action when records are not returned - keep records tidy and safely - protect records from accidental damage - correct sequencing errors without delay - identify relevant subject matter of record - store, retrieve and archive information effectively and efficiently
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: - interview / written test / oral questioning - observation / demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Use the Organization's Information Systems**
Unit Code	**EIS DVR3 08 0812**
Unit Descriptor	This unit describes the knowledge and skills required to collect, store and provide accurate and current information to clients.

Elements	Performance Criteria
1. Maintain accurate records	1.1 Information needs of **clients** and key stakeholders are identified and options negotiated to meet with client and other relevant people
	1.2 **Records** and information are updated and maintained in accordance with organizational procedures and breaches reported to supervisor or management
	1.3 Appropriate and relevant sources of information are identified and accessed, so the organization can provide information relevant to its service delivery
	1.4 Specific information, including client assessment and referral records is maintained in accordance with organizational procedures and confidentiality considerations
	1.5 Reports are prepared and presented to the required standard
2. Handle organization correspondence	2.1 Incoming correspondence is dealt according to established organization guidelines
	2.2 Outgoing **correspondence** is prepared and dispatched in accordance with organizational procedures
3. Provide information as required	3.1 Information are collected, indexed and maintained in accordance with organizational procedures and requirements and to assure its currency and relevance
	3.2 Required **information** are prepared and presented in a manner appropriate to audience and purpose and consistent with organizational procedures
	3.3 Client statistics, inquiries and other data are collected and

Variable	Range
Clients	May include but not limited to: • individual members of the public • family members and significant others • legal persons

Records	May include but not limited to:
	• client information
	• internal forms including:
	  ➢ correspondence incoming/outgoing
	  ➢ organization policies and procedures manual

Correspondence	May include but not limited to: • mail • facsimiles • email • memos • messages • internal reports • organization newsletters
Information	May include but not limited to: • details of relevant service provider, government agencies • details on the range of services provided by the organization • relevant government and organization policies, legislation, statutory requirements • client details • network information • professional development material • data collected about clients or organization operations

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • relevant guidelines and rules and regulation of the organization • using of relevant information technology • using federal/regional/local working languages
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • use of relevant information technology • relevant guidelines and rules and regulation of the organization

	• government legislation and program guidelines
	• confidentiality requirements
Underpinning Skills	Demonstrates skills to:
	• maintain accurate and up to date records
	• provide information when it is required
	• apply communication skills as required to provide instruction and support
	• apply basic operational numeracy skills related to straight forward data
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through:
	• interview / written test / oral questioning
	• observation / demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Implement Issuance of Certificate and Provision of Information**
Unit Code	**EIS DVR3 09 0812**
Unit Descriptor	This unit covers the competence required to ensure implementation of accurate procedure during issuance of document and transfer/dissemination/ of customer information.

Elements	Performance Criteria
1. Implement issuance of document	1.1 Proper preconditions for issuance of document are identified according to service delivery requirement. 1.2 **Issued documents** are ensured by authorized provider. 1.3 Tracer card documentation is ensured before sending records. 1.4 Delivery of customers' record is ensured to appropriate destination. 1.5 Reports are compiled and generated for submission according to organizations policies and procedures.
2. Follow up customers record	2.1 Location of customer's record is monitored. 2.2 Customer files are compiled and reported. 2.3 Vital events rates are computed and reported.
3. Ensure information delivery	3.1 Completion of information summaries is reviewed according to guidelines. 3.2 **Provision of information** is conducted from the summary for scheduling of follow up appointment according to booking protocols. 3.3 Documentation of issued information disposition is ensured. 3.4 Customer's records are verified to complete filing of all documents before returning to record room.

3.5	Filing of all documents is verified into each customer's record.
3.6	Completion of all required information processes is ensured by customers according to institutional policy.

Variable	Range
Issued documents	May include but not limited to: • checking client identity with details of information • explaining procedure to the client • orientating the client to the facility • preparing customer documentation • welcoming and establishing a rapport with client
Provision of information	May include but not limited to: • identify the needed information • retrieve the information from the data base/archive/ • aware of the client about the retrieved information usage • provide the relevant information for the client • providing adequate notice to the client

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • the implementation of issuance of certificate and provision of information procedures • protecting records from accidental damage • policies, procedures and systems relevant to issued certificate and dissemination of information
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • policies, procedures and systems relevant to issued certificate and dissemination of information • client requirements in relation to information, appointment scheduling, available support services and specific service delivery issues • appointment scheduling and client follow up systems and procedures • maintaining the integrity the organizational system • Keeping records tidy and safely • protecting records from accidental damage • organizational policy on the return of records • customer privacy legislations

	civil law and family law
Underpinning Skills	Demonstrates skills to: • acquire and interpret relevant data • communicate effectively • use organization's records • protect records from accidental damage • keep records tidy and safely
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and organizations practices.
Methods of Assessment	Competence may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Work within the Administration Protocols of the Organization**
Unit Code	**EIS DVR3 10 0812**
Unit Descriptor	This unit describes the knowledge and skills required to work within an organization's administration protocols in both community and government settings

Elements	Performance Criteria
1. Complete workplace forms and documents	1.1 Select appropriate form for purpose 1.2 Complete **workplace forms and documents** in accordance with organization protocols and procedures 1.3 Follow organization protocols and procedures for the submission of personal documents
2. Store and maintain organization information	2.1 Keep information in accordance with organization guidelines 2.2 Provide access to information to appropriate individuals 2.3 Maintain confidentiality and security of information 2.4 **Report** breaches of confidentiality to appropriate person
3. Use and maintain equipment and machines	3.1 Select **equipment and machines** appropriate to the task and use according to organization procedures and manufacturer's instructions 3.2 Store and dispose equipment and materials in accordance with **organization procedures** 3.3 Deal with issues and problems arising from the operation of equipment and machines in accordance with organization protocols 3.4 Undertake training to use particular equipment as needed
4. Manage inquiries in accordance	4.1 Respond to **inquiries** promptly according to established procedures

	4.2 Take and distribute verbal and written messages in accordance with organization protocols
with organization policy and protocol	4.3 Utilize communication equipment in accordance with organization protocols
	4.4 Utilize appropriate telephone techniques

Variable	Range
Workplace forms and documents	May include but not limited to: • client contact registers including telephone calls • job sheets, time sheets, rosters • meeting registers and records • organization's standard forms • organizations policies and procedures • promotional materials • relevant legislation
Reports	May include but not limited to: • chart reports • letters • memos • notes • records • verbal or written
Equipment and machines	May include but not limited to: • answering machines • appliances • computers • email • fax machines • machinery • maintenance equipment • photocopiers • scanner • telephones • ticket dispenser
Organization procedures	May include but not limited to: • circulation • confidentiality • filing and indexing • security

Inquiries may be internal and external via:	May include but not limited to: • email • facsimiles • internal office memos • letters • personal visits • telephone calls

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • organizational policies and procedures for recording information and keeping records • organizational policies and procedures for security and circulation • recording mechanisms • completing documentation, if required by organization/service • demonstrating competency over the full range of equipment that the worker would be expected to use • identifying and following relevant policies, guidelines and procedures of the organization relating to administrative duties
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • confidentiality requirements • locations and titles of personnel • OHS requirements applying to use of basic workplace technology and equipment • organization policies and procedures for incoming and outgoing mail • organization policies and procedures for maintaining supplies and using practices to enhance sustainability, in particular through efficient use of resources • organization policies and procedures for recording information and keeping records • organization policies and procedures for security and circulation • recording mechanisms
Underpinning Skills	Demonstrates skills to: • complete documentation, if required by organization/service • demonstrate competency over the full range of equipment that the worker would be expected to use • identify and follow relevant policies, guidelines and procedures of the organization relating to administrative duties

	• apply language, literacy and numeracy competence appropriate to the requirements of the organization and client group:
	➢ this may range from oral communication skills if reporting verbally, to writing skills if filling in work forms
	➢ organization's forms may also vary in complexity
	• apply oral communication skills required to fulfill the job role in the organization/ service:
	➢ oral skills may include listening to enquiries to providing simple factual information relevant to the workplace and client group
	➢ language used may be local working language or/and foreign language depending on the client group
	• apply literacy competence required to fulfill the procedures of the organization/service, and according to the support available in the workplace:
	➢ writing skills may range from the need to fill out a simple form to completion of a short report
	➢ reading skills may range from understanding the names on envelopes/ correspondence to reading pamphlets to determine their relevance to an enquiry
	• apply numeracy competence required to fulfill the procedures of the organization/ service, and according to the support available in the workplace:
	➢ numeracy tasks may range from the need to count supplies to recording information on organization forms
	➢ Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
	• use workplace equipment appropriate to job role
	• use information systems and technology
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and organizations practices.
Methods of Assessment	Competence may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Conduct online Transactions**
Unit Code	**EIS DVR3 11 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including document re-verification system.

Elements	Performance Criteria
1. Identify and investigate online service provider	1.1 Service provider **confidentiality**, **security and privacy** facilities are assessed in accordance with individual and organizational requirements 1.2 Potential **services** are assessed for verification, registration and authentication.
2. Perform online transactions	2.1 Organizational requirements are confirmed for services to be obtained 2.2 Ensure authentication information is secured in accordance with organizational requirements 2.3 Appropriate online functions are used to obtain required services 2.4 Any difficulties in accessing or using online facilities are reported to the service provider 2.5 Transaction is completed and services are received in accordance with terms of online transaction
3. Maintain records of online transactions	3.1 Records of transactions are maintained in accordance with organizational policy, procedures and level of authority 3.2 Organizational records are compared with online records and irregularities dealt according to organizational policy and procedures
4. Review online transactions	4.1 Obtained services are reviewed to determine quality, timeliness and level of customer service in relation to advertised profile 4.2 Recommendations regarding continued or future use of

	online service provider are made as a support by transaction history

Variable	Range
Confidentiality, security and privacy	May include but not limited to: • access to independent reviews of Verification service • authentication services • disclaimers • firewall protection • jurisdiction • level of encryption • limit of liability • personal identification number (PIN) • physical site security of web server • receipting • terms and conditions of website use • use of 'cookies' - small files automatically downloaded from a web server to the computer of someone browsing a website - information stored in cookies can be accessed any time computer returns to the site • user name and password
Services	May include but not limited to: • verification service • authentication services • registration services

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • identification and selection of appropriate services to meet defined needs • use of appropriate security considerations • knowledge of policies and procedures relating to the use of the internet and online services

Underpinning Knowledge and Attitudes	Demonstrates knowledge of:
	• key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
	  ➢ anti-discrimination legislation
	  ➢ ethical principles
	  ➢ codes of practice
	  ➢ occupational health and safety
	• policies and procedures relating to use of the internet and

	online services
	• service provider requirements
	• legal and ethical requirements relating to a range of online transactions
Underpinning Skills	Demonstrates skills to:
	• communication skills to negotiate with online service provider/s
	• literacy skills to read and analyze information for its relevance and sufficiency, and to follow policies and procedures
	• numeracy skills to work with and evaluate monetary figures
	• technology skills to operate computer and software appropriate to transaction being performed
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and organizations practices.
Methods of Assessment	Competence may be assessed through:
	• interview / written test / oral questioning
	• observation / demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Ensure Customer Information Confidentiality**
Unit Code	**EIS DVR3 12 0812**
Unit Descriptor	This unit defines the competence required to ensure the implementation of customer privacy rights related to verification registration record.

Elements	Performance Criteria
1. Apply ethical guidelines related to customer information record handling	1.1 Ethical standards related to **customer privacy rights** are implemented.
	1.2 Customer's rights are respected to access service and transfer of information.
	1.3 Policies and procedures are implemented for access and disclosure of personal information.
	1.4 Customers' access to own information and to clear and concise explanation of all proposed statistical procedures is ensured.
	1.5 Record keeping during registration and issuance of document to the customer is confirmed by them.
2. Protect individual records from unauthorized access and disclosure	3.1 **Confidentiality** of individual's **record** is ensured.
	3.2 Disclosure of customer's information to another person is prevented without customer's consent.
	3.3 Customers' specific data are released to only authorized users.

Variable	Range
customer privacy rights	May include but not limited to: • respect and Dignity, confidentiality, access to own record, care, transfer, and continuity of care, information, consent, • sanctity, dignity, culture, values, beliefs and rights of customer are respected
Confidentiality of client information	May be ensured by: • information disclosed to an appropriate person consistent with the responsibility of this position • legal and ethical requirements • secure location for written records
Records	• used broadly to apply to all types of physical records that are kept within the sector

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • applied ethical guidelines related to customer record handling • promoted customer rights • protected individual records from unauthorized access and disclosure
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • a working knowledge of the organization's policy on, and procedures for, usage and protection of information • a working knowledge of what schedules and policies exist for routine authorization • a working knowledge of how to deal appropriately with individual users • a working knowledge of why it is important to explain security procedures to the user • a working knowledge of what the requirements of the system are for details • a working knowledge of what data protection issues may be involved • legislative and regulatory processes • legal terminology • information/record laws and regulations (such as customer rights/advocacy, advanced directives, privacy) • confidentiality, privacy, and security procedures, and monitoring • release of information policies and procedures

	• professional and practice-related ethical issues
Underpinning Skills	Demonstrates skills to: • applying civil code family law and rule of law • customer information handling
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and organizations practices.
Method of Assessment	Competence may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Maintain Customer Service Records**
Unit Code	**EIS DVR3 13 0812**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis.

Elements	Performance Criteria
1. Collate customer records	1.1 Individual *records* or *information* which should be incorporated into *customer service records system* are identified according to the organizational criteria
	1.2 Records are sorted in accordance with workplace requirements
	1.3 Adhere to *security and access requirements* in accordance with organizational procedures
2. Update business or records system	2.1 Control information are identified and recorded for describing new records to be incorporated into business or records system
	2.2 Control information describing movement or use of records are updated within business or records system
	2.3 Control information are accurately recorded and updated in business or records system
	2.4 Records of completed business activities are identified and removed from current system for disposal
3. Prepare reports from the business or records system	3.1 Requests for *reports* are interpreted and the content and frequency sought clarified where necessary
	3.2 Reports are prepared from business or records system in accordance with instructions or request
	3.3 Reports are prepared in accordance with organizational security and access procedures

Variable	Range

Records	May include but not limited to:
	• at different stages of use:
	   ➢ active
	   ➢ archival
	• digital:
	   ➢ remote drives
	   ➢ servers
	   ➢ CDs
	   ➢ DVDs
	   ➢ imaging systems
	   ➢ PC-based applications
	   ➢ mainframe
	• physical:
	   ➢ audio-visual or multimedia
	   ➢ graphic
	   ➢ microform
	• paper-based (acid free or multiple copies from a variety of sources:
	   ➢ already in the custody of the organization
	   ➢ in the process of being transferred between organizations

Information	May include but not limited to: • customer relationship management • expenditure • human resources management • sales • legislative/regulatory/licensing compliance

customer service records system	May include but not limited to:
	• archival control systems
	• business systems
	• cash register-based systems
	• characteristics relating to:
	   ➢ aggregations
	   ➢ context
	   ➢ entities
	   ➢ metadata
	• current business or records systems
	• electronic records and document management system (ERDMS)
	• informal
	• paper-based accumulation and card systems
	• PC-based systems
	• proprietary recordkeeping package
	• storage facilities systems
	• systems unique to individual workplaces and organizations

Security and access requirements	• individuals or positions of individuals • protection of privacy • security restrictions
Reports	May include but not limited to: • ad hoc • computer generated • hand prepared • part of a management solution for another support/operational function • regular records management reports • system management reports

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • complying with organizational procedures and workplace requirements • knowledge and understanding of customer service records system • recording information accurately

Underpinning Knowledge and Attitudes	Demonstrates knowledge of:
	• key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:
	  ➢ ISO 15489:2004 Records management
	  ➢ ISO 23081.1:2006 Information and documentation - Records management processes - Metadata for records - Principles
	  ➢ ethical principles
	  ➢ codes of practice
	  ➢ privacy and freedom of information
	  ➢ archives and records legislation
	  ➢ occupational health and safety
	• general principles and processes of records management and records management systems, such as:
	  ➢ systems of control
	  ➢ records continuum theory
	  ➢ mandate and ownership of business process
	  ➢ environmental context
	  ➢ records characteristics

Underpinning Skills	Demonstrates skills to: • communication skills to explain and clarify procedures, and to interview users to identify their records/information needs • literacy skills to read and interpret nature of record content, functions and problems

	• Problem-solving and analysis skills to identify and manage records.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and organizations practices.
Methods of Assessment	Competence may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Comply with Legislation in the Public Sector**
Unit Code	**EIS DVR3 14 0812**
Unit Descriptor	This unit covers compliance with legislation and related public sector policy guidelines and procedures. It includes identifying and complying with legislative requirements and reporting incidents of non-compliance.

Elements	Performance Criteria
1. Identify legislative requirements	1.1 Information is accessed that covers the range of ***legislation and guidelines*** relating to the workplace and is current and comprehensive.
	1.2 Key requirements of relevant pieces of legislation are identified and confirmed with senior staff
	1.3 Requirements of legislation are clarified to confirm understanding and ensure consistency of interpretation and application
	1.4 Clarification obtained from various pieces of legislation is integrated to provide a legislative framework for public sector work
	1.5 Advice is obtained when apparently ***conflicting legislative directives*** are found
2. Comply with legislative requirements	2.1 Work practices are carried out in accordance with the requirements of legislation relating to the work environment
	2.2 Own conduct is reviewed and feedback from others is used to confirm continuing compliance with legislative requirements
3. Report incidents of non-compliance	3.1 Possible breaches of legislation are raised promptly with an authorized person/body in accordance with organizational procedures
	3.2 ***Inadequacies in workplace procedures*** which may contribute to non-compliance are raised in accordance with organizational procedures

Variable	Range

Legislation and guidelines	May include but not limited to:
	• public sector standards:
	  ➢ codes of conduct
	  ➢ codes of ethics
	  ➢ legislated standards
	  ➢ anti-corruption legislation
	  ➢ whistleblowers' protection
	• public sector employment:
	  ➢ employee relations
	  ➢ chief executive officer's instructions
	  ➢ public sector notices
	• workplace environment:
	  ➢ equal employment opportunity
	  ➢ affirmative action
	  ➢ workplace diversity
	  ➢ anti-discrimination
	  ➢ workplace harassment
	  ➢ occupational health and safety
	  ➢ duty of care
	  ➢ security, storage, handling and classification of documents
	• business and community:
	  ➢ privacy
	  ➢ road transport legislation
	  ➢ information and records management standards and legislation
	  ➢ the organization's enabling legislation, regulations
	  ➢ aspects of civil law
	• international legislation

Conflicting legislative directives	May include but not limited to: • apparent contradiction between legislations • apparent conflict between legislations and policy requirements
Inadequacies in workplace procedures	May include but not limited to: • insufficient financial/other controls • insecure Internet/fax access • non-auditable records processes • ambiguous guidelines • no guidelines • unnecessary complexity • use of non-current legislation

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Critical Aspects of Competence	Demonstrates skills and knowledge in: • codes of ethics • codes of conduct • organizational processes/procedures for responding to legislative issues • reading complex and formal documents such as legislation and related materials to apply them to work practices and to identify inappropriate conduct
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • the range of legislation relating to the public sector (including occupational health and safety and environment) and the key requirements of each • public sector codes of ethics/conduct • equal employment opportunity, equity and diversity principles • organizational processes/procedures for responding to legislative issues
Underpinning Skills	Demonstrates skills to: • undertake research and evaluation • undertake self-assessment • read complex and formal documents such as legislation and related materials to apply them to work practices and to identify inappropriate conduct • communicate with others involving exchanges of complex oral and written information • use technology to access legislative requirements • respond to diversity, including gender and disability • apply environmental and occupational health and safety procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • interview / written test / oral questioning • observation / demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III

Unit Title	**Contribute to Implementation of Service Delivery Strategy**
Unit Code	**EIS DVR3 15 0812**
Unit Descriptor	This unit describes the knowledge and skills required to ensure own work is carried out according to organization guidelines and client needs

Elements	Performance Criteria
1. Carry out work activities according to organization procedures	1.1 Responsibilities are identified and followed 1.2 **Report** difficulties in carrying out duties are identified as required 1.3 **Advice** and direction are obtained when appropriate 1.4 Contribute to feedback processes as part of organization improvement
2. Contribute to implementation of service delivery	2.1 Information are collected when the client service is delivered 2.2 Documentation is maintained according to continuous improvement processes 2.3 Review of the service given is done according to **organization's procedures**

Variable	Range

Report	• By telephone
	• Face-to-face
	• Verbal 'handovers' at the end of a shift
	• Written:
	  ➢ notes
	  ➢ memos
	  ➢ reports

Advice might be sought from appropriate persons who	• Colleagues • Immediate supervisor • Administrator • Relatives
Organization's procedures	• Operation working Manual • Information Booklet • Strategic and yearly plan • Workplace practices

| | • Code of conduct |
| | • Code of Ethics |

Evidence Guide	
Critical Aspects of Competence	Assessment requires evidence that the candidate: • Own role and responsibilities in services delivery • Knowledge of quality improvement processes of the organization • Basic knowledge of service delivery methodologies

Underpinning Knowledge and Attitudes	Demonstrate knowledge of:
	• Own role and responsibilities delivery services
	• Quality improvement processes of the organization.
	• Roles and responsibilities of other workers
	• Relevant policies, protocols, and practices of the organization in relation to own work activities
	• Basic knowledge of service delivery methodologies
	• Basic knowledge of development processes
	• Identification of the main needs of specific client groups
	• Different religious, cultural, spiritual, physical and ceremonial perspectives
	• Depending on the work role or services provided, specific knowledge of particular groups or issues may be required, including:
	  ➢ alcohol and other drugs (AOD)
	  ➢ cultural and linguistic diversity
	  ➢ risk of self-harm
	  ➢ women
	  ➢ men
	  ➢ community education
	  ➢ mental health

Underpinning Skills	Demonstrate skills to:
	
	• Contribute information and opinions to service delivery strategy.
	• Demonstrate application of skills in:
	  ➢ Oral communication skills (language competence) required to fulfill organization procedures
	  ➢ Language used may be Federal and Regional states working language and/or foreign language.
	  ➢ Written communication skills required to fulfill organization procedures
	  ➢ these may vary from writing a few sentences on a work

	topic to completing forms ➢ literacy competence may be required in English or community language
Resource Implications	Access is required to real or appropriately simulated work areas, materials and equipment
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the workplace or in a simulated workplace setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Monitor Implementation of Work Plan/Activities**
Unit Code	**EIS DVR3 16 0812**
Unit Descriptor	This unit covers competence required to oversee and monitor the quality of work operations within an enterprise. This unit may be carried out by team leaders or supervisors.

Elements	Performance Criteria
1. Monitor and improve workplace operations	1.1 Efficiency and service levels are monitored on an ongoing basis.
	1.2 Operations in the workplace support overall enterprise goals and quality assurance initiatives.
	1.3 Quality *problems* and issues are promptly identified and adjustments are made accordingly.
	1.4 Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness.
	1.5 Colleagues are consulted about ways to improve efficiency and service levels.
2. Plan and organise workflow	2.1 Current workload of colleagues is accurately assessed.
	2.2 Work is scheduled in a manner which enhances efficiency and customer service quality.
	2.3 Work is delegated to appropriate people in accordance with principles of delegation.
	2.4 Workflow is assessed against agreed objectives and timelines and colleagues are assisted in prioritisation of workload.
	2.5 Input is provided to appropriate management regarding staffing needs.
3. Maintain workplace records	3.1 *Workplace records* are accurately completed and submitted within required timeframes.
	3.2 Where appropriate completion of records is delegated and monitored prior to submission.

4. Solve problems and make decisions	4.1	Workplace problems are promptly identified and considered from an operational and customer service perspective.
	4.2	Short term action in initiated to resolve the immediate problem where appropriate.
	4.3	Problems are analysed for any long term impact and potential solutions are assessed and actioned in consultation with relevant colleagues.
	4.4	Where problem is raised by a team member, they are encouraged to participate in solving the problem.
	4.5	Follow up action is taken to monitor the effectiveness of solutions in the workplace.

Variables	Range
Problems	May include but not limited to: • difficult customer service situations • equipment breakdown/technical failure • delays and time difficulties • competence
Workplace records	May include but is not limited to: • staff records and regular performance reports

Evidence Guide	
Critical Aspects of Competence	Assessment must confirm appropriate knowledge and skills to: • ability to effectively monitor and respond to a range of common operational and service issues in the workplace • understanding of the role of staff involved in workplace monitoring • knowledge of quality assurance, principles of workflow planning, delegation and problem solving
Underpinning Knowledge and	Demonstrate knowledge of: • roles and responsibilities in monitoring work operations

Attitudes	• overview of leadership and management responsibilities • principles of work planning and principles of delegation • typical work organization methods appropriate to the sector • quality assurance principles and time management • problem solving and decision making processes • industrial and/or legislative issues which affect short term work organization as appropriate to industry sector
Underpinning Skills	Demonstrate skills to: • monitoring and improving workplace operations • planning and organizing workflow • maintaining workplace records
Resource Implications	Access is required to real or appropriately simulated work areas, materials and equipment
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the workplace or in a simulated workplace setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Apply Quality Control**
Unit Code	**EIS DVR3 17 0812**
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality control in manufacturing works.

Elements	Performance Criteria
1. Implement quality standards	1.1 Agreed quality standard and procedures are acquired and confirmed 1.2 Standard procedures are introduced to organizational staff / personnel. 1.3 Quality standard and procedures documents are provided to employees in accordance with the organization policy. 1.4 Standard procedures are revised / updated when necessary
2. Assess quality of service delivered	2.1 Services delivered are *checked* against organization *quality standards* and specifications 2.2 Service delivered are evaluated using the appropriate evaluation *parameters* and in accordance with organization standards 2.3 Causes of any identified faults are identified and corrective actions are taken in accordance with organization policies and procedures
3. Record information	3.1 Basic information on the quality performance is recorded in accordance with organization procedures 3.2 Records of work quality are maintained according to the requirements of the organization

4. Study causes of quality deviations	4.1 Causes of deviations from final outputs or services are investigated and reported in accordance with organization procedures
	4.2 Suitable preventive action is recommended based on organization *quality standards* and identified causes of deviation from specified quality standards of final service or output
5. Complete documentation	5.1 Information on quality and other indicators of service performance is recorded.
	5.2 All service processes and outcomes are recorded.

Variable	Range
Quality check	May include but not limited to: • Check against design / specifications • Visual inspection and Physical inspection
Quality standards	May include but not limited to: • materials • components • process • procedures
Quality parameters	May include but not limited to: • standard design / specifications • material specification

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • checking completed work continuously against organization standard • identifying and isolating faulty or poor service • checking service delivered against organization standards • identifying and applying corrective actions on the causes of

	identified faults or error
	• recording basic information regarding quality performance
	• investigating causes of deviations of services against standard
	• recommending suitable preventive actions
Underpinning Knowledge	Demonstrates knowledge of:
	• relevant quality standards, policies and procedures
	• characteristics of services
	• safety environment aspects of service processes
	• evaluation techniques and quality checking procedures
	• workplace procedures and reporting procedures
Underpinning Skills	Demonstrates skills to:
	• interpret work instructions, specifications and standards appropriate to the required work or service
	• carry out relevant performance evaluation
	• maintain accurate work records
	• meet work specifications and requirements
	• communicate effectively within defined workplace procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through:
	• Interview / Written Test / Oral Questioning
	• Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Lead Workplace Communication**
Unit Code	**EIS DVR3 18 0812**
Unit Descriptor	This unit covers the knowledge, attitudes and skills needed to lead in the dissemination and discussion of information and issues in the workplace.

Elements	Performance Criteria
1. Communicate information about workplace processes	1.1 Appropriate ***communication method*** is selected 1.2 Multiple operations involving several topics areas are communicated accordingly 1.3 Questions are used to gain extra information 1.4 Correct sources of information are identified 1.5 Information is selected and organized correctly 1.6 Verbal and written reporting is undertaken when required 1.7 Communication skills are maintained in all situations
2. Lead workplace discussion	2.1 Response to workplace issues are sought 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety 2.4 Goals/objectives and action plan undertaken in the workplace are communicated.

3. Identify and communicate issues arising in the workplace	3.1	Issues and problems are identified as they arise
	3.2	Information regarding problems and issues are organized coherently to ensure clear and effective communication
	3.3	Dialogue is initiated with appropriate staff/personnel
	3.4	Communication problems and issues are raised as they arise

Variable	Range	
Methods of communication	• Non-verbal gestures • Verbal • Face to face • Two-way radio • Speaking to groups	• Using telephone • Written • Using Internet • Cell phone

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Dealing with a range of communication/information at one time • making constructive contributions in workplace issues • observing workplace issues effectively • responding to workplace issues promptly • presenting information clearly and effectively written form • using appropriate sources of information • asking appropriate questions • providing accurate information
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • organization requirements for written and electronic communication methods • effective verbal communication methods
Underpinning Skills	Demonstrates skills to: • organize information • understand and convey intended meaning

	• participate in variety of workplace discussions • comply with organization requirements for the use of written and electronic communication methods
Resources Implication	The following resources must be provided: variety of information, communication tools, simulated workplace
Methods of Assessment	Competence may be assessed through: • Interview / Oral Questioning • Observation/Demonstration
Context of Assessment	Competence may be assessed in the workplace or in a simulated workplace setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Lead Small Teams**
Unit Code	**EIS DVR3 19 0812**
Unit Descriptor	This unit covers the knowledge, attitudes and skills to lead small teams including setting and maintaining team and individual performance standards.

Elements	Performance Criteria
1. Provide team leadership	1.1 ***Work requirements*** are identified and presented to team members
	1.2 Reasons for instructions and requirements are communicated to team members
	1.3 ***Team members' queries and concerns*** are recognized, discussed and dealt with
2. Assign responsibilities	2.1 Duties and responsibilities are allocated having regard to the skills, knowledge and aptitude required to properly undertake the assigned task and according to company policy
	2.2 Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs and according to assignment requirements
	3.2 Performance expectations are based on individual team members duties and area of responsibility
	3.3 Performance expectations are discussed and disseminated to individual team members
4. Supervised team performance	4.1 ***Monitoring of performance*** takes place against defined performance criteria and/or assignment instructions and corrective action taken if required
	4.2 Team members are provided with ***feedback***, positive support and advice on strategies to overcome any deficiencies

	4.3 **Performance issues** which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy
	4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction
	4.5 Team operations are monitored to ensure that employer/ client needs and requirements are met
	4.6 Follow-up communication is provided on all issues affecting the team
	4.7 All relevant documentation is completed in accordance with company procedures

Variable	Range
Work requirements	May include but not limited to: • client profile • assignment instructions
Team member's concerns	May include but not limited to: • roster/shift details
Monitor performance	May include but not limited to: • formal process • informal process
Feedback	May include but not limited to: • formal process • informal process

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • maintaining or improving individuals and/or team performance given a variety of possible scenario

	• assessing and monitoring team and individual performance against set criteria
	• representing concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf
	• allocating duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed
	• setting and communicating performance expectations for a range of tasks and duties within the team and provided feedback to team members
Underpinning Knowledge and Attitudes	Demonstrates knowledge of • maintaining or improving individuals and/or team performance given a variety of possible scenario • assessing and monitoring team and individual performance against set criteria • representing concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf • allocating duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed • setting and communicating performance expectations for a range of tasks and duties within the team and providing feedback to team members
Underpinning Skills	Demonstrates skills to: • communicate skills required for leading teams • conduct informal performance counseling skills • build team • negotiate effectively
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Improve Business Practice**
Unit Code	**EIS DVR3 20 0812**
Unit Descriptor	This unit covers the skills, knowledge and attitudes required in promoting, improving and growing business operations.

Elements	Performance Criteria
1. Diagnose the business	1.1 ***Data required*** for diagnosis is determined and acquired 1.2 ***Competitive advantage*** of the business is determined from the data 1.3 ***SWOT analysis*** of the data is undertaken
2. Benchmark the business	2.1 Sources of relevant benchmarking data are identified 2.2 ***Key indicators*** for benchmarking are selected in consultation with key stakeholders 2.3 Like indicators of own practice are compared with benchmark indicators 2.4 Areas for improvement are identified
3. Develop plans to improve business performance	3.1 A consolidated list of required improvements is developed 3.2 Cost-benefit ratios for required improvements are determined 3.3 Work flow changes resulting from proposed improvements are determined 3.4 Proposed improvements are ranked according to agreed criteria 3.5 An action plan to implement the top ranked improvements is developed and agreed 3.6 ***Organizational structures*** are checked to ensure they are suitable
4. Develop marketing and promotional	4.1 The practice vision statement is reviewed 4.2 Practice ***objectives*** are developed/reviewed 4.3 Target markets are identified/refined

plans	4.4 **Market research data** is obtained
	4.5 **Competitor analysis** is obtained
	4.6 **Market position** is developed/reviewed
	4.7 Practice **brand** is developed
	4.8 **Benefits** of practice/practice products/services are identified
	4.9 **Promotion tools** are selected/developed
5. Develop business growth plans	5.1 Plans are developed to increase **yield per existing client**
	5.2 Plans are developed to add new clients
	5.3 Proposed plans are ranked according to agreed criteria
	5.4 An action plan is developed and agreed to implement the top ranked plans
	5.5 Practice work practices are reviewed to ensure they support growth plans
6. Implement and monitor plans	6.1 Implementation plan is developed in consultation with all relevant stakeholders
	6.2 Indicators of success of the plan are agreed
	6.3 Implementation is monitored against agreed indicators
	6.4 Implementation is adjusted as required

Variable	Range
Data required includes:	• organization capability • appropriate business structure • level of client service which can be provided • internal policies, procedures and practices • staff levels, capabilities and structure • market, market definition • market changes/market segmentation • market consolidation/fragmentation • revenue • level of commercial activity • expected revenue levels, short and long term • revenue growth rate • break even data • pricing policy • revenue assumptions

	• business environment
	• economic conditions
	• social factors
	• demographic factors
	• technological impacts
	• political/legislative/regulative impacts
	• competitors, competitor pricing and response to pricing
	• competitor marketing/branding
	• competitor products
Competitive advantage includes:	• services/products
	• fees
	• location
	• timeframe
Objectives should be 'SMART' , that:	• Specific
	• Measurable
	• Achievable
	• Realistic
	• Time defined
Market research data includes:	• data about existing clients
	• data about possible new clients
	• data from internal sources
	• data from external sources such as:
	• trade associations/journals
	• Yellow Pages small business surveys
	• libraries
	• Internet
	• Chamber of Commerce
	• client surveys
	• industry reports
	• secondary market research
	• primary market research such as:
	▪ telephone surveys
	▪ personal interviews
	▪ mail surveys
Competitor analysis	• competitor offerings
	• competitor promotion strategies and activities
	• competitor profile in the market place
SWOT analysis includes:	• internal strengths such as staff capability, recognized
	• quality
	• internal weaknesses such as poor morale,
	• under-capitalization, poor technology
	• external opportunities such as changing market and

	• economic conditions • external threats such as industry fee structures, strategic • alliances, competitor marketing
Key indicators may include:	• salary cost and staffing • personnel productivity (particularly of principals) • profitability • fee structure • client base • size staff/principal • overhead/overhead control
Organizational structures include:	• legal structure (partnership, limited liability company, etc.) • organizational structure/hierarchy • reward schemes
Market position should include data on:	• product • the good or service provided • product mix • the core product - what is bought • the tangible product - what is perceived • the augmented product - total package of consumer • features/benefits • product differentiation from competitive products • new/changed products • price and pricing strategies (cost plus, supply/demand, ability to pay, etc.) • pricing objectives (profit, market penetration, etc.) • cost components • market position • distribution strategies • marketing channels • promotion • promotional strategies • target audience • communication • promotion budget
Practice brand may include:	• practice image • practice logo/letter head/signage • phone answering protocol • facility decor • slogans • templates for communication/invoicing • style guide

	• writing style • AIDA (attention, interest, desire, action)
Benefits may include:	• features as perceived by the client • benefits as perceived by the client
Promotion tools include:	• networking and referrals • seminars • advertising • press releases • publicity and sponsorship • brochures • newsletters (print and/or electronic) • websites • direct mail • telemarketing/cold calling
Yield per existing client may be increased by:	• raising charge out rates/fees • packaging fees • reduce discounts • sell more services to existing clients

Evidence Guide	
Critical Aspects of Competence	The candidate must be able to demonstrate: • ability to identify the key indicators of business performance • ability to identify the key market data for the business • knowledge of a wide range of available information sources • ability to acquire information not readily available within a business • ability to analyze data and determine areas of improvement • ability to negotiate required improvements to ensure implementation • ability to evaluate systems against practice requirements • and form recommendations and/or make recommendations • ability to assess the accuracy and relevance of information
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • data analysis • communication skills • computer skills to manipulate data and present information • negotiation skills • problem solving • planning skills • marketing principles • ability to acquire and interpret relevant data • current product and marketing mix • use of market intelligence • development and implementation strategies of promotion and growth plans
Underpinning Skills	Demonstrates skill in: • data analysis and manipulation • ability to acquire and interpret required data, current practice systems and structures and sources of relevant benchmarking data • applying methods of selecting relevant key benchmarking indicators • communication skills • working and consulting with others when developing plans for the business • planning skills, negotiation skills and problem solving • using computers to manipulate, present and distribute information
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration
Context of Assessment	Competence may be assessed in the workplace or in a simulated workplace setting

Occupational Standard: Documents Verification and Registration Operation Level III	
Unit Title	**Prevent and Eliminate MUDA**
Unit Code	**EIS DVR3 21 1012**
Unit Descriptor	This unit of competence covers the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her their workplace. It covers responsibility for the day-to-day operation of the work and ensures Kaizen elements are continuously improved and institutionalized.

Elements	Performance Criteria
1. Prepare for work.	1.1 Work instructions are used to determine job requirements, including method, material and equipment.
	1.2 Job specifications are read and interpreted following working manual.
	1.3 **OHS requirements**, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.
	1.4 Appropriate material is selected for work.
	1.5 **Safety equipment and tools** are identified and checked for safe and effective operation.
2. Identify MUDA.	3. Plan of MUDA identification is prepared and implemented.
	4. Causes and effects of MUDA are discussed.
	5. **Tools and techniques** are used to draw and analyze current situation of the work place.
	6. Wastes/MUDA are identified and measured based on **relevant procedures**.
	7. Identified and measured wastes are reported to relevant personnel.
8. Eliminate wastes/MUDA.	3. 1. Plan of MUDA elimination is prepared and implemented.
	3. 2. Necessary attitude and **the ten basic principles for improvement** are adopted to eliminate waste/MUDA.
	3. 3. Tools and techniques are used to eliminate wastes/MUDA based on the procedures and OHS.
	3. 4. Wastes/MUDA are reduced and eliminated in accordance with OHS and organizational requirements.
	3. 5. Improvements gained by elimination of waste/MUDA are reported to relevant bodies.

9. Prevent occurrence of wastes/MUDA.	4.1 Plan of MUDA prevention is prepared and implemented.
	4.2 Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement are discussed and prepared.
	4.3 Occurrences of wastes/MUDA are prevented by using **visual and auditory control methods**.
	4.4 Waste-free workplace is created using **5W and 1H**sheet.
	4.5 The completion of required operation is done in accordance with standard procedures and practices.
	4.6 The updating of standard procedures and practices is facilitated.
	4.7 The capability of the work team that aligns with the requirements of the procedure is ensured.

Variable	Range
OHS requirements	May include but not limited to: • Are to be in accordance with legislation/ regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances. • Personal protective equipment is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	May include but not limited to: • dust masks / goggles • glove • working cloth • first aid • safety shoes
Tools and techniques	May include but not limited to: • Plant Layout • Process flow

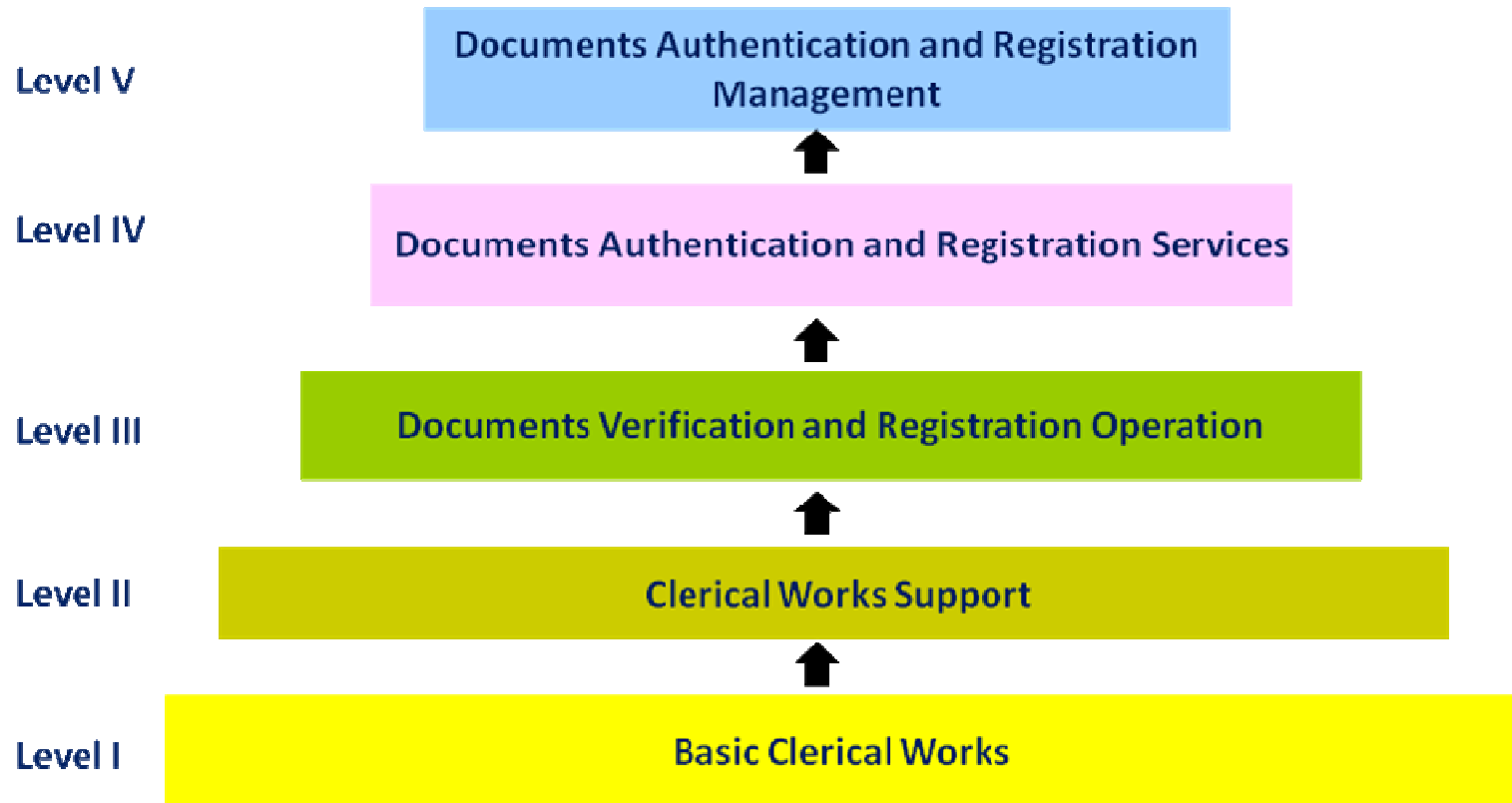|	
	- Other Analysis tools - Do time study by work element - Measure Travel distance - Take a photo of workplace - Measure Total steps - Make list of items/products, who produces them and who uses them & those in warehouses, storages etc. - Focal points to Check and find out existing problems - 5S - Layout improvement - Brainstorming - Andon - U-line - In-lining - Unification - Multi-process handling & Multi-skilled operators - A.B. control (Two point control) - Cell production line - TPM (Total Productive Maintenance)
Relevant procedures	May include but not limited to: - Make waste visible - Be conscious of the waste - Be accountable for the waste. - Measure the waste.
The ten basic principles for improvement	May include but not limited to: - Throw out all of your fixed ideas about how to do things. - Think of how the new method will work- not how it won. - Don't accept excuses. Totally deny the status quo. - Don't seek perfection. A 5o percent implementation rate is fine as long as it's done on the spot. - Correct mistakes the moment they are found. - Don't spend a lot of money on improvements. - Problems give you a chance to use your brain. - Ask "why?" At least five times until you find the ultimate cause. - Ten people's ideas are better than one person's. - Improvement knows no limits.
Visual and auditory control methods	May include but not limited to: - Red Tagging - Sign boards - Outlining - Andons - Kanban, etc.

5W and 1H	May include but not limited to: • Who • What • Where • When • Why • How

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge to: • discuss why wastes occur in the workplace • discuss causes and effects of wastes/MUDA in the workplace • analyze the current situation of the workplace by using appropriate tools and techniques • identify, measure, eliminate and prevent occurrence of wastes by using appropriate tools and techniques • use 5W and 1H sheet to prevent
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: • Targets of customers and manufacturer/service provider • Traditional and kaizen thinking of price setting • Kaizen thinking in relation to targets of manufacturer/service provider and customer • value • The three categories of operations • the 3"MU" • waste/MUDA • wastes occur in the workplace • The 7 types of MUDA • The Benefits of identifying and eliminating waste • Causes and effects of 7 MUDA • Procedures to identify MUDA • Necessary attitude and the ten basic principles for improvement • Procedures to eliminate MUDA • Prevention of wastes • Methods of waste prevention • Definition and purpose of standardization • Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement • Methods of visual and auditory control • TPM concept and its pillars.

	• Relevant Occupational Health and Safety (OHS) and environment requirements • Plan and report • Method of communication
Underpinning Skills	Demonstrates skills to: • draw & analyze current situation of the work place • use measurement apparatus (stop watch, tape, etc.) • calculate volume and area • use and follow checklists to identify, measure and eliminate wastes/MUDA • identify and measure wastes/MUDA in accordance with OHS and procedures • use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure • apply 5W and 1H sheet • update and use standard procedures for completion of required operation • work with others • read and interpret documents • observe situations • solve problems • communicate • gather evidence by using different means • report activities and results using report formats
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Sector: Economic Infrastructure
Sub-Sector: Documentation Authentication and Registration

Level V	Documents Authentication and Registration Management
Level IV	Documents Authentication and Registration Services
Level III	Documents Verification and Registration Operation
Level II	Clerical Works Support
Level I	Basic Clerical Works

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This occupational standard was developed on August 2012 at Debre Zeyit.

COMMENT TEMPLATE

The Federal TVET Agency values your feedback of the document.
If you would like someone to personally contact you, please provide the following information:
Name:
Region:
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Please, leave a comment.

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