REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

SOCIAL WORKER

LEVEL 6

TVET CDACC
P.O. BOX 15745-00100
NAIROBI

First published 2018

© 2018, TVET CDACC

Council Secretary/CEO
TVET Curriculum Development, Assessment and Certification Council
P.O. Box 15745–00100 Nairobi, Kenya
Email: info@tvetcdacc.go.ke

FOREWORD

The provision of quality education and training is fundamental to the Government's overall strategy for social economic development. Quality education and training will contribute to achievement Kenya's development blue print and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted in the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 4 of 2016). A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency-based curriculum for Social worker Level 6. These Occupational Standards will also be the basis for assessment of an individual for competence certification.

It is my conviction that these Occupational Standards will play a great role towards development of competent human resource for the Social work sector's growth and sustainable development.

PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING MINISTRY OF EDUCATION

PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, "middle-income country providing a high-quality life to all its citizens by the year 2030". Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and Sessional Paper No. 4 of 2016 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Social Work Sector Skills Advisory Committee (SSAC) have developed these Occupational Standards for Social Worker level 6. These standards will be the basis for development of a competency-based curriculum for Social Work level 6. These Standards will also be the basis for assessment of an individual for competence certification.

The occupational standards are designed and organized with clear performance criteria for each element of a unit of competency. These standards also outline the required knowledge and skills as well as evidence guide.

I am grateful to the Council Members, Council Secretariat, Social Work SSAC, expert workers and all those who participated in the development of these occupational standards.

CHAIRPERSON
TVET CDACC

ACKNOWLEDGMENT

These Occupational Standards were developed through combined effort of various stakeholders from private and public organizations. I am sincerely thankful to the management of these organizations for allowing their staff to participate in this course. I wish to acknowledge the invaluable contribution of industry players who provided inputs towards the development of these Standards.

I thank TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to the Social work Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards. I thank all the individuals and organizations who participated in the validation of these Standards.

I acknowledge all other institutions which in one way or another contributed to the development of these Standards.

CHAIRPERSON
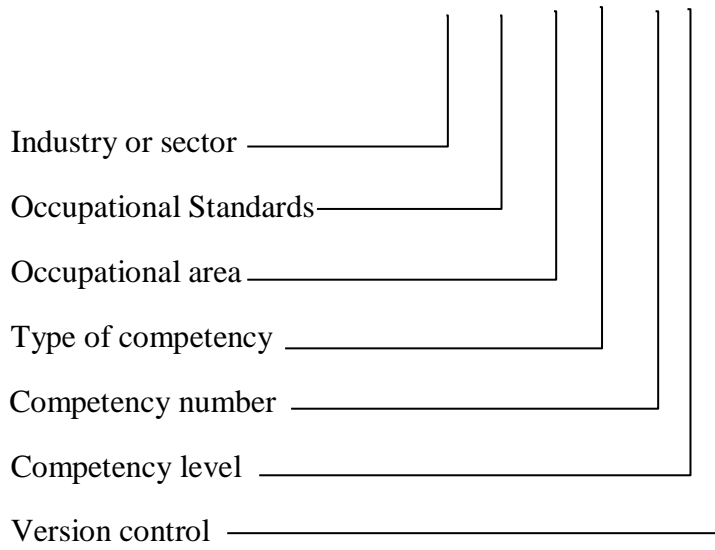**SOCIAL WORK SECTOR SKILLS ADVISORY COMMITTEE**

TABLE OF CONTENTS

ABBREVIATIONS AND ACRONYMS

AIDS   Acquired immunodeficiency syndrome

CAD   Computer Aided Design

CBET   Competency-Based Education and Training

CDACC   Curriculum Development, Assessment and Certification Council

HIV   human immunodeficiency virus

ICP   Individual Care Plans

ICT   Information Communication Technology

OSH   Occupational Safety and Healthy

PPEs   Personal Protective Equipment

SDGs   Sustainable Development Goals

SOPs   Standard Operating Procedures

SSAC   Sector Skill Advisory Committee

TVET   Technical and Vocational Education and Training

KEY TO UNIT CODE

COD/OS/SW/BC/01/6/ A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

OVERVIEW

Social work Level 6 qualification consists of competencies that a person must achieve to enable him/her to be certified as a Social Worker.It involves manageing community resources,conducting community empowerment,coordinating community project,conducting community awareness training and sensitization,carrying out advocacy and lobbying activities,carrying out crisis and disaster management,coordinating conflict resolution and management,performing home based care and support ,coordinating rehabilitation programmes,carrying out child welfare programmes,conducting case management and manage community-based groups

Social Work level 6 qualification comprises the units of competency which include the following basic, common and core units of competency:

BASIC UNITS OF COMPETENCY

Unit Code	Unit Title
COD/OS/SW/BC/01/6/A	Demonstrate Communication Skills
COD/OS/SW/BC/02/6/A	Demonstrate Numeracy Skills
COD/OS/SW/BC/03/6/A	Demonstrate Digital Literacy
COD/OS/SW/BC/04/6/A	Demonstrate Entrepreneurial Skills
COD/OS/SW/BC/05/6/A	Demonstrate Employability Skills
COD/OS/SW/BC/06/6/A	Demonstrate Environmental Literacy
COD/OS/SW/BC/07/6/A	Demonstrate Occupational Safety And Health Practices

COMMON UNITS OF COMPETENCY

Unit Code	Unit Title
COD/OS/SW/CC/01/6/A	Conduct Social Research Works
COD/OS/SW/CC/02/6/A	Conduct Social Policy Formulation And Public Administration
COD/OS/SW/CC/03/6/A	Perform Psycho Social Support
COD/OS/SW/CC/04/6/A	Carry Out Resource Mobilization And Fundraising

CORE UNITS OF COMPETENCY

Unit Code	Unit Title
COD/OS/SW/CR/01/6/A	Manage Community Resources
COD/OS/SW/CR/02/6/A	Conduct Community Empowerment
COD/OS/SW/CR/03/6/A	Coordinate Community Project
COD/OS/SW/CR/04/6/A	Conduct Community Awareness Training And Sensitization
COD/OS/SW/CR/05/6/A	Carry Out Advocacy And Lobbying Activities
COD/OS/SW/CR/06/6/A	Carry Out Crisis And Disaster Management
COD/OS/SW/CR/07/6/A	Coordinate Conflict Resolution And Management
COD/OS/SW/CR/08/6/A	Perform Home Based Care And Support
COD/OS/SW/CR/09/6/A	Coordinate Rehabilitation Programmes
COD/OS/SW/CR/10/6/A	Carry Out Child Welfare Programmes
COD/OS/SW/CR/11/6/A	Conduct Case Management
COD/OS/SW/CR/12/6/A	Manage Community-Based Groups

BASIC UNITS OF COMPETENCY

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: COD/OS/SW/BC/01/6/A

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate communication skills. It involves meeting communication needs of clients and colleagues, developing communication strategies, establishing and maintaining communication pathways, conducting interviews, facilitating group discussion and representing the organization.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range***
1. Meet communication needs of clients and colleagues	1.1 Specific communication needs of clients and colleagues are identified and met based on workplace requirements 1.2 Different communication approaches are identified and applied according to clients' needs 1.3 Conflict is identified and addressed as per the standards of the organization
2. Develop communication strategies	2.1 Strategies for effective internal and external dissemination of information are developed as per organization's requirements 2.2 Special communication needs are considered in developing strategies according workplace procedures 2.3 ***Communication strategies*** are analyzed, evaluated and revised based the workplace needs
3. Establish and maintain communication pathways	3.1 Pathways of communication are established as per organization policy 3.2 Pathways are maintained and reviewed according to organization procedures
4. Promote use of communication strategies	4.1 Information is provided to all areas of the organization as per strategy requirements 4.2 Effective communication techniques are articulated and modeled according work requirements 4.3 Personnel are given guidance about adapting communication strategies as per organization procedures
5. Conduct interview	5.1 A range of appropriate communication strategies are employed in ***interview situations*** based on the workplace requirements 5.2 Records of interviews are made and maintained in accordance with organizational procedures

	5.3 Effective questioning, listening and nonverbal communication techniques are used as per needs
6. Facilitate group discussion	6.1 Mechanisms to enhance *effective group interaction* are identified and implemented according to workplace requirements
	6.2 Strategies to encourage group participation are identified and used as per organizations' procedures
	6.3 Meetings objectives and agenda are set and followed based on workplace requirements
	6.4 Relevant information is provided and feedback obtained according to set protocols
	6.5 Evaluation of group communication strategies is undertaken in accordance with workplace guidelines
	6.6 Specific communication needs of individuals are identified and addressed as per individual needs
7. Represent the organization	5.1 7Relevant presentation are researched and presented based on internal or external communication forums requirements
	5.2 Presentation is delivered in a clear and sequential manner as per the predetermined time
	5.3 Presentation is made as per appropriate media
	5.4 Difference views are respected based on workplace procedures
	5.5 Written communication is done as per organizational standards
	5.6 Inquiries are responded according to organizational standard

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Communication strategies may include but not limited to:	• Language switch • Comprehension check • Repetition • Asking confirmation • Paraphrase • Clarification request • Translation • Restructuring • Approximation • Generalization

2. Effective group interaction may include but not limited to:	• Identifying and evaluating what is occurring within an interaction in a nonjudgmental way • Using active listening • Making decision about appropriate words, behavior • Putting together response which is culturally appropriate • Expressing an individual perspective • Expressing own philosophy, ideology and background and exploring impact with relevance to communication
3. Situations may include but not limited to:	• Establishing rapport • Eliciting facts and information • Facilitating resolution of issues • Developing action plans • Diffusing potentially difficult situations

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Active listening
- Interpretation
- Negotiation
- Writing

Required Knowledge

The individual needs to demonstrate knowledge of:

- Communication process
- Dynamics of groups
- Styles of group leadership
- Key elements of communications strategy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Developed communication strategies to meet the organization requirements and applied in the workplace 1.2 Established and maintained communication pathways for effective communication in the workplace 1.3 Used communication strategies involving exchanges of

		complex oral information
2.	Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or tasks
3.	Methods of Assessment	Competency in this unit may be assessed through: 3.1 Direct observation 3.2 Oral questioning 3.3 Written texts
4.	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

easytvet.com

DEMONSTRATE NUMERACY SKILLS

UNIT CODE: COD/OS/SW/BC/02/6/A

UNIT DESCRIPTION

This unit describes the competencies required to demonstrate numeracy skills. It involves; applying a wide range of mathematical calculations for work; applying ratios, rates and proportions to solve problems; estimating, measuring and calculating measurement for work; using detailed maps to plan travel routes for work; using geometry to draw and construct 2D and 3D shapes for work; collecting, organizing and interpreting statistical data; using routine formula and algebraic expressions for work and using common functions of a scientific calculator.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Apply a wide range of mathematical calculations for work	1.1 Mathematical information embedded in a range of workplace tasks and texts is extracted as per workplace procedures. 1.2 Mathematical information is interpreted and comprehended as per job specifications 1.3 A range of mathematical and problem solving processes are selected and used as per job specification 1.4 Different forms of fractions, decimals and percentages are flexibly used as per SOPs 1.5 Calculation performed with positive and negative numbers as per SOPs 1.6 Numbers are expressed as powers and roots and are used in calculations as per SOPs 1.7 Calculations done using routine formulas as per SOPs 1.8 Estimation and assessment processes are used to check outcome as per workplace procedures 1.9 Mathematical language is used to discuss and explain the processes, results and implications of the task as per workplace procedures
2. Use and apply ratios, rates and proportions for work	2.1 Information regarding ratios, rates and proportions extracted from a range of workplace tasks and texts as per SOPs 2.2 Mathematical information related to ratios, rate and proportions is analysed as per SOPs 2.3 Problem solving processes are used to undertake the

		task as per workplace procedures
		2.4 Equivalent ratios and rates are simplified as per SOPs
		2.5 Quantities are calculated using ratios, rates and proportions as per SOPS
		2.6 Graphs, charts or tables are constructed to represent ratios, rates and proportions as per SOPs
		2.7 The outcomes reviewed and checked as per job specifications
		2.8 Information is record using mathematical language and symbols as per workplace procedures
3.	Estimate, measure and calculate measurement for work	3.1 Measurement information embedded in workplace texts and tasks are extracted and interpreted as per job specifications
		3.2 Appropriate workplace measuring equipment are identified and selected as per job specifications
		3.3 Accurate measurements are estimated and made as per SOPs
		3.4 The area of *2D shapes* including compound shapes are calculated as per SOPs
		3.5 The volume of 3D shapes is calculated using relevant formulas as per SOPs
		3.6 Sides of right angled triangles are calculated using Pythagoras' theorem as per SOPs
		3.7 conversions are perform between units of measurement as per job specification
		3.8 Problem solving processes are used to undertake the task as per workplace Procedures
		3.9 The measurement outcomes are reviewed and checked as per workplace procedures
		3.10 Information is recorded using mathematical language and symbols appropriate for the task as per workplace procedures
4.	Use detailed maps to plan travel routes for work	4.1 Different types of maps are identified and interpreted as per job requirements
		4.2 Key features of maps are identified as per job requirements
		4.3 Scales are identified and interpreted as per job requirements
		4.4 Scales are applied to calculate actual distances
		4.5 Positions or locations are determined using directional information as per job requirements
		4.6 Routes are planned by determining directions and calculating distances, speeds and times as per job requirements
		4.7 Information is gathered and identified and relevant factors related to planning a route checked as per job

		requirements
		4.8 Relevant equipment is select and checked for accuracy and operational effectiveness as per job requirements
		4.9 Task is planned and recorded using specialized mathematical language and symbols appropriate for the task as per job requirements
5. Use geometry to draw 2D shapes and construct 3D shapes for work		5.1 A range of 2D shapes and 3D shapes and their uses in work contexts is identified as per job specifications
		5.2 Features of 2D and 3D shapes are named and described as per job specifications
		5.3 Types of angles in 2D and 3D shapes are identified as per job specifications
		5.4 Angles are drawn, estimated and measured using geometric instruments as per job requirements
		5.5 Angle properties of 2D shapes are named and identified as per SOPs
		5.6 Angle properties are used to evaluate unknown angles in shapes as per SOPs
		5.7 Properties of perpendicular and parallel lines are applied to shapes as per SOPs
		5.8 Understanding and use of symmetry is demonstrated as per SOPs
		5.9 Understanding and use of similarity is demonstrated as per SOPs
		5.10 The workplace tasks and mathematical processes required are identified as per workplace procedures
		5.11 2D shapes is drawn for work as per job specification
		5.12 3D shapes is constructed for work as per job specification
		5.13 The outcomes are reviewed and checked as per workplace procedures
		5.14 Specialized mathematical language and symbols appropriate for the task are used as per SOPs
6. Collect, organize, and interpret statistical data for work		6.1 Workplace issue requiring investigation are identified as per workplace procedures
		6.2 Audience / population / sample unit is determined as per workplace procedures as per workplace procedures
		6.3 Data to be collected is identified as per workplace procedures
		6.4 Data collection method is selected as per workplace procedures
		6.5 Appropriate statistical data is collected and organized as per SOPs

		6.6 Data is illustrated in appropriate formats as per SOPs
		6.7 The effectiveness of different types of graphs are compared as per SOPs
		6.8 The summary statistics for collected data is calculated as per SOPs
		6.9 The results / findings are interpreted as per SOPs
		6.10 Data is checked to ensure that it meets the expected results and content as per workplace procedures
		6.11 Information from the results including tables, graphs and summary statistics is extracted and interpreted as per workplace procedure
		6.12 Mathematical language and symbols are used to report results of investigation as per workplace procedure
7.	Use routine formula and algebraic expressions for work	7.1 Understanding of informal and symbolic notation, representation and conventions of algebraic expressions is demonstrated as per SOPs
		7.2 Simple algebraic expressions and equations are developed as per job specification
		7.3 Operate on algebraic expressions as per job requirement
		7.4 Algebraic expressions are simplified as per job requirement
		7.5 Substitution into simple routine equations is done as per SOPs
		7.6 Routine formulas used for work tasks are identified and comprehended as per SOPs
		7.7 Routine formulas are evaluate by substitution as per SOPs
		7.8 Routine formulas transposed as per SOPs
		7.9 Appropriate formulas are identified and used for work related tasks as per workplace procedures
		7.10 Outcomes are checked and result of calculation used as per workplace procedures
8.	Use common functions of a scientific calculator for work	8.1 Required numerical information to perform tasks is located as per job specification
		8.2 The order of operations and function keys necessary to solve mathematical calculation are determined as per job specification
		8.3 Function keys on a scientific calculator are identified and used as per SOPs
		8.4 Estimations are referred to check reasonableness of problem solving process as per workplace procedures
		8.5 Appropriate mathematical language, symbols and conventions are used to report results as per

	workplace procedures

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. 2D shapes may include but not limited may include but not limited to:	• Triangles • Square • Rectangle • Triangle

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit of competency.

Required Skills
The individual needs to demonstrate the following skills:
- Measuring
- Logical thinking
- Computing
- Drawing of graphs
- Applying mathematical formulas
- Analytical

Required knowledge
The individual needs to demonstrate knowledge of:
- Types of common shapes
- Differentiation between two dimensional shapes / objects
- Formulae for calculating area and volume
- Types and purpose of measuring instruments
- Units of measurement and abbreviations
- Fundamental operations (addition, subtraction, division, multiplication)
- Rounding techniques
- Types of fractions
- Different types of tables and graphs
- Meaning of graphs, such as increasing, decreasing, and constant value
- Preparation of basic data, tables & graphs

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1. 1Developed communication strategies to meet the organization requirements and applied in the workplace 1. 2Established and maintained communication pathways for effective communication in the workplace 1. 3 Used communication strategies involving exchanges of complex oral information
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4. Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE DIGITAL LITERACY

UNIT CODE: COD/OS/SW/BC/03/6/A

UNIT DESCRIPTION
This unit describes competencies required to demonstrate digital literacy. It involves, identifying computer software and hardware, applying security measures to data, hardware, and software in automated environment, applying computer software in solving task, applying internet and email in communication at workplace, applying desktop publishing in official assignments and preparing presentation packages.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range*
1. Identify appropriate computer software and hardware	1.1 Concepts of ICT are determined in accordance with computer equipment 1.2 Classifications of computers are determined in accordance with manufacturers specification 1.3 Appropriate computer software is identified according to manufacturer's specification 1.4 Appropriate computer hardware is identified according to manufacturer's specification 1.5 Functions and commands of operating system are determined in accordance with manufacturer's specification
2. Apply security measures to data, hardware, software in automated environment	2.1 *Data security and privacy are classified* in accordance with the prevailing technology 2.2 *Security threats* reidentified *and control measures* are applied in accordance with laws governing protection of ICT 2.3 Computer threats and crimes are detected in accordance to Information Management security guidelines 2.4 Protection against computer crimes is undertaken in accordance with laws governing protection of ICT
3. Apply computer software in solving tasks	3.1 *Word processing concepts* are applied in resolving workplace tasks, report writing and documentation as per the job requirements 3.2 *Word processing utilities* are applied in accordance with workplace procedures 3.3 Worksheet layout is prepared in accordance with work

		procedures
		3.4 Worksheet is built and data manipulated in the worksheet in accordance with workplace procedures
		3.5 Continuous data manipulated on worksheet is undertaken in accordance with work requirements
		3.6 Database design and manipulation is undertaken in accordance with office procedures
		3.7 Data sorting, indexing, storage, retrieval and security is provided in accordance with workplace procedures
4.	Apply internet and email in communication at workplace	4.1 Electronic mail addresses are opened and applied in workplace communication in accordance with office policy
		4.2 Office internet functions are defined and executed in accordance with office procedures
		4.3 *Network configuration* is determined in accordance with office operations procedures
		4.4 Official World Wide Web is installed and managed according to workplace procedures
5.	Apply Desktop publishing in official assignments	5.1 Desktop publishing functions and tools are identified in accordance with manufactures specifications
		5.2 Desktop publishing tools are developed in accordance with work requirements
		5.3 Desktop publishing tools are applied in accordance with workplace requirements
		5.4 Typeset work is enhanced in accordance with workplace standards
6.	Prepare presentation packages	6.1 Types of presentation packages are identified in accordance with office requirements
		6.2 Slides are created and formulated in accordance with workplace procedures
		6.3 Slides are edited and run-in accordance with work procedures
		6.4 Slides and handouts are printed according to work requirements

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Appropriate computer hardware may	Collection of physical parts of a computer system such as: • Computer case, monitor, keyboard, and mouse

	include but not limited to:	• All the parts inside the computer case, such as the hard disk drive, motherboard and video card
2.	Data security and privacy may include but not limited to:	• Confidentiality of data • Cloud computing • Integrity -but-curious data surfing
3.	Security and control measures may include but not limited to:	• Counter measures against cyber terrorism • Risk reduction • Cyber threat issues • Risk management • Pass-wording
4.	Security threats may include but not limited to:	• Cyber terrorism • Hacking

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Analytical skills
- Interpretation
- Typing
- Communication
- Computing (applying fundamental operations such as addition, subtraction, division and multiplication)
- Using calculator
- Basic ICT skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- Software concept
- Functions of computer software and hardware
- Data security and privacy
- Computer security threats and control measures
- Technology underlying cyber-attacks and networks
- Cyber terrorism
- Computer crimes
- Detection and protection of computer crimes
- Laws governing protection of ICT
- Word processing;
  - Functions and concepts of word processing.

- Documents and tables creation and manipulations
- Mail merging
- Word processing utilities
- Spread sheets;
  - Meaning, formulae, function and charts, uses and layout
  - Data formulation, manipulation and application to cells
  -
- Database;
  - ✓ Database design, data manipulation, sorting, indexing, storage retrieval and security
- Desktop publishing;
  - ✓ Designing and developing desktop publishing tools
  - ✓ Manipulation of desktop publishing tools
  - ✓ Enhancement of typeset work and printing documents
- Presentation Packages;
  - Types of presentation Packages
  - Creating, formulating, running, editing, printing and presenting slides and handouts
- Networking and Internet;
  - Computer networking and internet.
  - Electronic mail and world wide web
- Emerging trends and issues in ICT;
  - Identify and integrate emerging trends and issues in ICT
  - Challenges posed by emerging trends and issues

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Identified and controlled security threats
	1.2 Detected and protected computer crimes
	1.3 Applied word processing in office tasks
	1.4 Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures
	1.5 Opened electronic mail for office communication as per workplace procedure
	1.6 Installed internet and World Wide Web for office tasks in accordance with office procedures
	1.7 Integrated emerging issues in computer ICT applications
	1.8 Applied laws governing protection of ICT
2. Resource Implications	The following resources should be provided:
	2.1 Access to relevant workplace where assessment can take

		place
		2.2 Appropriately simulated environment where assessment can take place
3.	Methods of Assessment	Competency may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4.	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE ENTREPRENEURIAL SKILLS

UNIT CODE : COD/OS/SW/BC/04/6/A

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate understanding of entrepreneurship. It involves demonstrating understanding of an entrepreneur, entrepreneurship, and self-employment, identifying entrepreneurship opportunities, creating entrepreneurial awareness, applying entrepreneurial motivation, developing business innovative strategies and developing business plan.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Demonstrate understanding of an Entrepreneur	1. 1 Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 1. 2 *Types of entrepreneurs* are identified as per principles of entrepreneurship 1. 3 Ways of becoming an Entrepreneur are identified as per principles of Entrepreneurship 1. 4 *Characteristics of Entrepreneurs* are identified as per principles of Entrepreneurship 1. 5 Factors affecting Entrepreneurship development are explored as per principles of Entrepreneurship
2. Demonstrate understanding of Entrepreneurship and self-employment	2. 1 Entrepreneurship and self-employment are distinguished as per principles of entrepreneurship 2. 2 Importance of self-employment is analysed based on business procedures and strategies 2. 3 *Requirements for entry into self-employment* are identified according to business procedures and strategies 2. 4 Role of an Entrepreneur in business is determined according to business procedures and strategies 2. 5 Contributions of Entrepreneurs to National development are identified as per business procedures and strategies 2. 6 Entrepreneurship culture in Kenya is explored as per business procedures and strategies 2. 7 Born or made Entrepreneurs are distinguished as per entrepreneurial traits
3. Identify Entrepreneurship	3.1 Sources of business ideas are identified as

	opportunities		per business procedures and strategies
		3.2	Business ideas and opportunities are generated as per business procedures and strategies
		3.3	Business life cycle is analysed as per business procedures and strategies
		3.4	Legal aspects of business are identified as per procedures and strategies
		3.5	Product demand is assessed as per market strategies
		3.6	Types of **business environment** are identified and evaluated as per business procedures
		3.7	Factors to consider when evaluating business environment are explored based on business procedure and strategies
		3.8	Technology in business is incorporated as per best practice
4.	Create entrepreneurial awareness	4.1	**Forms of businesses** are explored as per business procedures and strategies
		4.2	Sources of business finance are identified as per business procedures and strategies
		4.3	Factors in selecting source of business finance are identified as per business procedures and strategies
		4.4	**Governing policies** on Small Scale Enterprises (SSEs) are determined as per business procedures and strategies
		4.5	Problems of starting and operating SSEs are explored as per business procedures and strategies
5.	Apply entrepreneurial motivation	5.1	**Internal and external motivation** factors are determined in accordance with motivational theories
		5.2	Self-assessment is carried out as per entrepreneurial orientation
		5.3	Effective communications are carried out in accordance with communication principles
		5.4	Entrepreneurial motivation is applied as per motivational theories
6.	Develop innovative business strategies	6.1	Business innovation strategies are determined in accordance with the organization strategies
		6.2	Creativity in business development is demonstrated in accordance with business strategies
		6.3	**Innovative business strategies** are developed as per business principles
		6.4	Linkages with other entrepreneurs are

		created as per best practice
	6.5	ICT is incorporated in business growth and development as per best practice
7. Develop Business Plan	7.1	Identified Business is described as per business procedures and strategies
	7.2	Marketing plan is developed as per business plan format
	7.3	Organizational/Management plan is prepared in accordance with business plan format
	7.4	Production/operation plan in accordance with business plan format
	7.5	Financial plan is prepared in accordance with the business plan format
	7.6	Executive summary is prepared in accordance with business plan format
	7.7	Business plan is presented as per best practice

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Types of entrepreneurs may include but not limited to:	• Innovators • Imitators • Craft • Opportunistic • Speculators
2. Characteristics of Entrepreneurs may include but not limited to:	• Creative • Innovative • Planner • Risk taker • Networker • Confident • Flexible • Persistent • Patient • Independent • Future oriented • Goal oriented
3. Requirements for entry into self-employment may include but not limited to	• Technical skills • Management skills • Entrepreneurial skills

	• Resources	
	• Infrastructure	
4. Internal and external motivation may include but not limited to:	• Interest • Passion • Freedom • Prestige • Rewards • Punishment • Enabling environment • Government policies	
5. Business environment may include but not limited to:	• External • Internal • Intermediate	
6. Forms of businesses may include but not limited to:	• Sole proprietorship • Partnership • Limited companies • Cooperatives	
7. Governing policies may include but not limited to:	• Increasing scope for finance • Promoting cooperation between entrepreneurs and private sector • Reducing regulatory burden on entrepreneurs • Developing IT tools for entrepreneurs	
8. Innovative business strategies may include but not limited to:	• New products • New methods of production • New markets • New sources of supplies • Change in industrialization	

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit of competency.

Required Skills
The individual needs to demonstrate the following skills:

- Analytical
- Management
- Problem-solving
- Root-cause analysis
- Communication

Required Knowledge
The individual needs to demonstrate knowledge of:
- Decision making

- Business communication
- Change management
- Competition
- Risk
- Net working
- Time management
- Leadership
- Factors affecting entrepreneurship development
- Principles of Entrepreneurship
- Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
- Conflict resolution
- Health, safety and environment (HSE) principles and requirements
- Customer care strategies
- Basic financial management
- Business strategic planning
- Impact of change on individuals, groups and industries
- Government and regulatory processes
- Local and international market trends
- Product promotion strategies
- Market and feasibility studies
- Government and regulatory processes
- Local and international business environment
- Relevant developments in other industries
- Regional/ County business expansion strategies

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	1. 1 Assessment requires evidence that the candidate:
	1. 2 Distinguished entrepreneurs and businesspersons correctly
	1. 3 Identified ways of becoming an entrepreneur appropriately
	1. 4 Explored factors affecting entrepreneurship development appropriately
	1. 5 Analysed importance of self-employment accurately
	1. 6 Identified requirements for entry into self-employment correctly
	1. 7 Identified sources of business ideas correctly
	1. 8 Generated Business ideas and opportunities

		correctly
		1. 9 Analysed business life cycle accurately
		1. 10 Identified legal aspects of business correctly
		1. 11 Assessed product demand accurately
		1. 12 Determined Internal and external motivation factors appropriately
		1. 13 Carried out communications effectively
		1. 14 Identified sources of business finance correctly
		1. 15 Determined Governing policy on small scale enterprise appropriately
		1. 16 Explored problems of starting and operating SSEs effectively
		1. 17 Developed Marketing, Organizational/Management, Production/Operation and Financial plans correctly
		1. 18 Prepared executive summary correctly
		1. 19 Determined business innovative strategies appropriately
		1. 20 Presented business plan effectively
2.	Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place
3.	Methods of Assessment	3.1 Written tests 3.2 Oral questions 3.3 Third party report 3.4 Interviews 3.5 Portfolio of Evidence
4.	Context of Assessment	Competency may be assessed 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE EMPLOYABILITY SKILLS

UNIT CODE: COD/OS/SW/BC/05/6/A

UNIT DESCRIPTON

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing ethical performance.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range*
1. Conduct self-management	1.1 Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 1.2 Emotional intelligence is demonstrated as per workplace requirements. 1.3 Individual performance is evaluated and monitored according to the agreed targets. 1.4 Assertiveness is developed and maintained based on the requirements of the job. 1.5 Accountability and responsibility for own actions are demonstrated based on workplace instructions. 1.6 Self-esteem and a positive self-image are developed and maintained based on values. 1.7 Time management, attendance and punctuality are observed as per the organization policy. 1.8 Goals are managed as per the organization's objective 1.9 Self-strengths and weaknesses are identified based on personal objectives
2. Demonstrate interpersonal communication	2.1 Writing skills are demonstrated as per communication policy 2.2 Negotiation and persuasion skills are demonstrated as per communication policy 2.3 Internal and external stakeholders' needs are identified and interpreted as per the communication policy 2.4 Communication networks are established based on workplace policy

		2.5 Information is shared as per communication policy
3.	Demonstrate critical safe work habits	3.1 Stress is managed in accordance with workplace policy. 3.2 Punctuality and time consciousness is demonstrated in line with workplace policy. 3.3 Personal objectives are integrated with organization goals based on organization's strategic plan. 3.4 *Resources* are utilized in accordance with workplace policy. 3.5 Work priorities are set in accordance to workplace goals and objectives. 3.6 Leisure time is recognized and utilized in line with personal objectives. 3.7 *Drugs and substances of abuse* are identified and avoided based on workplace policy. 3.8 HIV and AIDS prevention awareness is demonstrated in line with workplace policy. 3.9 Safety consciousness is demonstrated in the workplace based on organization safety policy. 3.10 *Emerging issues* are identified and dealt with in accordance with organization policy.
4.	Lead a workplace team	4.1 Performance targets for the *team* are set based on organization's objectives 4.2 Duties are assigned in accordance with the organization policy. 4.3 *Forms of communication* in a team are established according to organization's policy. 4.4 Team performance is evaluated based on set targets as per workplace policy. 4.5 Conflicts are resolved between team members in line with organization policy. 4.6 Gender related issues are identified and mainstreamed in accordance workplace policy. 4.7 Human rights and fundamental freedoms are identified and respected as Constitution of Kenya 2010. 4.8 Healthy relationships are developed and maintained in line with workplace.
5.	Plan and organize work	5.1 Work plans are prepared based on activities and budget. 5.2 Assigned tasks are interpreted and expectations identified as per the workplace instructions. 5.3 Task occupational safety and health requirements are identified and observed regulations. 5.4 Work resources are identified, mobilized, allocated and utilized based on organization work plans.

		5.5 Work activities are monitored and evaluated in line with work plans and workplace policy.
		5.6 Work plans are reviewed based on target and available resources.
6.	Maintain professional growth and development	6.1 Personal training needs are identified and assessed in line with the requirements of the job.
		6.2 *Training and career opportunities* are identified and utilized based on job requirements.
		6.3 Resources for training are mobilized and allocated based organizations and individual skills needs.
		6.4 Licensees and certifications relevant to job and career are obtained and renewed as per policy.
		6.5 Work priorities and personal commitments are balanced and managed based on requirements of the job and personal objectives.
		6.6 Recognitions are sought as proof of career advancement in line with professional requirements.
7.	Demonstrate workplace learning	7.1 Learning opportunities are sought and managed based on job requirement and organization policy.
		7.2 Improvement in performance is demonstrated based on courses attended.
		7.3 Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job
		7.4 Time and effort is invested in learning new skills based on job requirements
		7.5 Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.
		7.6 New systems are developed and maintained in accordance with the requirements of the job.
		7.7 Awareness of personal role in workplace *innovation* is demonstrated based on requirements of the job.
8.	Demonstrate problem solving skills	8.1 Creative, innovative and practical solutions are developed based on the problem
		8.2 Independence and initiative in identifying and solving problems is demonstrated based on requirements of the job.
		8.3 Team problems are solved as per the workplace guidelines
		8.4 Problem solving strategies are applied as per the workplace guidelines
		8.5 Problems are analyzed and assumptions tested as per the context of data and circumstances
9.	Manage ethical	9.1 Policies and guidelines are observed as per the

performance	workplace requirements
	9.2 Self-worth and professionalism is exercised in line with personal goals and organizational policies
	9.3 Code of conduct is observed as per the workplace requirements
	9.4 Integrity is demonstrated as per legal requirement

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Drug and substance abuse may include but not limited to:	Commonly abused • Alcohol • Tobacco • Miraa • Over-the-counter drugs • Cocaine • Bhang • Glue
2. Feedback may include but not limited to:	• Verbal • Written • Informal • Formal
3. Relationships may include but not limited to:	• Man/Woman • Trainer/trainee • Employee/employer • Client/service provider • Husband/wife • Boy/girl • Parent/child • Sibling relationships
4. Forms of communication may include but not limited to:	• Written • Visual • Verbal • Non verbal • Formal and informal
5. Team may include but not limited to:	• Small work group • Staff in a section/department • Inter-agency group

6. Personal growth may include but not limited to:	• Growth in the job • Career mobility • Gains and exposure the job gives • Net workings • Benefits that accrue to the individual as a result of noteworthy performance
7. Personal objectives may include but not limited to:	• Long term • Short term • Broad • Specific
8. Trainings and career opportunities may includes but not limited to	• Participation in training programs • Serving as Resource Persons in conferences and workshops
9. Resource may include may but not limited to:	• Human • Financial • Technology
10. Innovation may include but not limited to:	• New ideas • Original ideas • Different ideas • Methods/procedures • Processes • New tools
11. Emerging issues may include but not limited to:	• Terrorism • Social media • National cohesion • Open offices
12. Range of media for learning may include but not limited to:	• Mentoring • peer support and networking • IT and courses

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit of competency.

Required Skills
The individual needs to demonstrate the following skills:
- Interpersonal
- Communication
- Critical thinking
- Organizational
- Negotiation
- Monitoring
- Evaluation

- Record keeping
- Problem solving
- Decision Making
- Resource utilization
- Resource mobilization

Required Knowledge

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies
- Company operations, procedures and standards
- Occupational Health and safety procedures
- Fundamental rights at work
- Workplace communication
- Concept of time
- Time management
- Decision making
- Types of resources
- Work planning
- Organizing work
- Monitoring and evaluation
- Record keeping
- Gender mainstreaming
- HIV and AIDS
- Drug and substance abuse
- Professional growth and development
- Technology in the workplace
- Innovation
- Emerging issues

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Conducted self-management 1.2 Demonstrated interpersonal communication 1.3 Demonstrated critical safe work habits 1.4 Demonstrated the ability to lead a workplace team 1.5 Planned and organized work 1.6 Maintained professional growth and development 1.7 Demonstrated workplace learning 1.8 Demonstrated problem solving skills

		1.9 Demonstrated the ability to manage performance ethically
2.	Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place
3.	Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4.	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE ENVIRONMENTAL LITERACY

UNIT CODE: COD/OS/SW/BC/06/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to demonstrate environmental literacy. It involves, controlling environmental hazard and environmental pollution, demonstrating sustainable resource use, evaluating current practices in relation to resource usage, identifying environmental legislations/conventions for environmental concerns, implementing specific environmental programs, monitoring activities on environmental protection/Programs , analyzing resource use and developing resource conservation plans

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range*
1. Control environmental hazard	1.1 Storage methods for environmentally hazardous materials are strictly followed according to environmental regulations and OSHS. 1.2 Disposal methods of hazardous wastes are followed according to environmental regulations and OSHS. 1.3 *PPE* is used according to OSHS.
2. Control environmental Pollution	2.1 Environmental pollution *control measures* are implemented in accordance with international protocols. 2.2 Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999 2.3 Methods for minimizing noise pollution is complied with based on Noise and Excessive Vibration *Pollution and* Control *Regulations*, 2009
3. Demonstrate sustainable resource use	3.1 Methods for minimizing wastage are complied with based on organizational waste management guide 3.2 Waste management procedures are employed following principles of 3Rs (Reduce, Reuse, Recycle) 3.3 Methods for economizing and reducing resource consumption are practiced as per the Constitution

		of Kenya 2010 Article 69 .
4. Evaluate current practices in relation to resource usage	4.1	Information on resource efficiency systems and procedures are collected and provided as per work groups/sector
	4.2	Current resource usage is measured and recorded as per work group
	4.3	Current purchasing strategies are analyzed and recorded according to industry procedures.
	4.4	Current work processes to access information and data is analyzed following enterprise protocol.
5. Identify environmental legislations/conventions for environmental concerns	5.1	Environmental legislations/conventions and local ordinances are identified according to the different environmental aspects/impact
	5.2	Industrial standard/environmental practices are described according to the different environmental concerns
6. Implement specific environmental programs	6.1	Programs/Activities are identified according to organizations policies and guidelines.
	6.2	Individual roles/responsibilities are determined and performed based on the activities identified.
	6.3	Problems/constraints encountered are resolved in accordance with organizations' policies and guidelines
	6.4	Stakeholders are consulted based on company guidelines
7. Monitor activities on Environmental protection/Programs	7.1	Activities are periodically monitored and Evaluated according to the objectives of the environmental program
	7.2	Feedback from stakeholders are gathered and considered in Proposing enhancements to the program based on consultations
	7.3	Data gathered are analyzed based on Evaluation requirements
	7.4	Recommendations are submitted based on the findings
	7.5	Management support systems are set/established to sustain and enhance the program
	7.6	Environmental incidents are monitored and reported to
	7.7	concerned/proper authorities
8. Analyze resource use	8.1	All resource consuming processes are Identified as per the organizational work plan
	8.2	Quantity and nature of resource consumed is determined based on processes

	8.3 Resource flow is analyzed as per different parts of the process. 8.4 Wastes are classified according to NEMA regulations on waste management.
9. Develop resource Conservation plans	9.1. Efficiency of use/conversion of resources is determined according to industry protocol. 9.2. Causes of low efficiency of use of resources are Determined based on industry protocol. 9.3. Plans for increasing the efficiency of resource use are developed based on findings.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. PPE may include but not limited to	• Mask • Gloves • Goggles • Safety hat • Overall • Hearing protector
2. Control measures may include but not limited to	• Methods for minimizing or stopping spread and ingestion of airborne particles • Methods for minimizing or stopping spread and ingestion of gases and fumes • Methods for minimizing or stopping spread and ingestion of liquid wastes

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Measuring
- Recording
- Analytical
- Monitoring
- Communication

- Writing

Required Knowledge

The individual needs to demonstrate knowledge of:

- PPEs
- Environmental regulations
- OSHS
- Pollution
- Waste management
- Principle of 3Rs
- Types of resources
- Techniques in measuring current usage of resources
- Environmental hazards
- Regulatory requirements

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Controlled environmental hazard 1.2 Controlled environmental pollution 1.3 Demonstrated sustainable resource use 1.4 Evaluated current practices in relation to resource usage 1.5 Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues /concerns. 1.6 Described industrial standard environmental practices according to the different environmental issues/concerns. 1.7 Resolved problems/ constraints encountered based on management standard procedures 1.8 Implemented and monitored environmental practices on a periodic basis as per company guidelines 1.9 Recommended solutions for the improvement of the program 1.10 Monitored and reported to proper authorities any environmental incidents
2. Resource Implications	The following resources should be provided: 2.1 Workplace with storage facilities 2.2 Tools, materials and equipment relevant to the tasks (e.g. Cleaning tools, cleaning materials, trash bags) 2.3 PPE, manuals and references

		2.4 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection
		2.5 Case studies/scenarios relating to environmental Protection
3	Methods of Assessment	Competency in this unit may be assessed through:
		3.1 Observation
		3.2 Oral questioning
		3.3 Written test
		3.4 Portfolio of Evidence
		3.5 Interview
		3.6 Third party report
4	Context of Assessment	Competency may be assessed
		4.1 On-the-job
		4.2 Off-the –job
		4.3 During Industrial attachment
5	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES

UNIT CODE: COD/OS/SW/BC/07/6/A

UNIT DESCRIPTION
This unit specifies the competencies required to demonstrate occupational health and safety practices. It involves identifying workplace hazards and risks, identifying and implementing appropriate control measures to hazards and risks and implementing OSH programs, procedures and policies/guidelines.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range***
1. Identify workplace hazards and risk	1.1 ***Hazards*** in the workplace are identified ***based their indicators*** 1.2 Risks and hazards are evaluated based on legal requirements. 1.3 ***OSH concerns*** raised by workers are addressed as per legal requirements.
2. Control OSH hazards	2.1 Hazard prevention ***and control measures*** are implemented as per legal requirement. 2.2 Risk assessment is conducted and a risk matrix developed based on likely impact. 2.3 ***Contingency measures***, including ***emergency procedures*** during workplace ***incidents and emergencies*** are recognized and established in accordance with organization procedures.
3. Implement OSH programs	3.1 Company OSH program are identified, evaluated and reviewed based on legal requirements. 3.2 Company OSH programs are implemented as per legal requirements. 3.3 Workers are capacity built on OSH standards and procedures as per legal requirements 3.4 ***OSH-related records*** are maintained as per legal requirements.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Hazards may include but not limited to:	- Physical hazards – impact, illumination, pressure, noise, - vibration, extreme temperature, radiation - Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects - Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors - Ergonomics - Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, - varying metabolic cycles - Physiological factors – monotony, personal relationship, work out cycle - Safety hazards (unsafe workplace condition) – confined space, excavations, falling objects, gas leaks, electrical, poor storage of materials and waste, spillage, waste and debris - Unsafe workers' act (Smoking in off-limited areas, Substance and alcohol abuse at work)
2. Indicators may include but not limited to:	- Increased of incidents of accidents, injuries - Increased occurrence of sickness or health complaints/ symptoms - Common complaints of workers related to OSH - High absenteeism for work-related reasons
3. OSH concerns may include but not limited to:	- Workers' experience/observance on presence of work hazards - Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks) - Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines

4. Safety gears /PPE (Personal Protective Equipment) may include but not limited to:	• Arm/Hand guard, gloves • Eye protection (goggles, shield) • Hearing protection (ear muffs, ear plugs) • Hair Net/cap/bonnet • Hard hat • Face protection (mask, shield) • Apron/Gown/coverall/jump suit • Anti-static suits • High-visibility reflective vest
5. Appropriate risk controls may include but not limited to:	• Appropriate risk controls in order of impact are as follows: • Eliminate the hazard altogether (i.e., get rid of the dangerous machine) • Isolate the hazard from anyone who could be harmed (i.e., keep the machine in a closed room and operate it remotely; barricade an unsafe area off) • Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) • Use administrative controls to reduce the risk (i.e., train workers how to use equipment safely; train workers about the risks of harassment; issue signage) • Use engineering controls to reduce the risk (i.e., attach guards to the machine to protect users) • Use personal protective equipment (i.e., wear • gloves and goggles when using the machine)
6. Contingency measures may include but not limited to:	• Evacuation • Isolation • Decontamination • (Calling designed) emergency personnel
7. Incidents and emergencies may include but not limited to:	• Chemical spills • Equipment/vehicle accidents • Explosion • Fire • Gas leak • Injury to personnel • Structural collapse • Toxic and/or flammable vapors emission.
8. OSH-related Records may include but not limited to:	• Medical/Health records • Incident/accident reports • Sickness notifications/sick leave application • OSH-related trainings obtained

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:
- Communication
- Interpersonal
- Presentation
- Risk assessment
- Evaluation
- Critical thinking
- Problem solving
- Negotiation

Required Knowledge

The individual needs to demonstrate knowledge of:
- General OSH Principles
- Occupational hazards/risks recognition
- OSH organizations providing services on OSH evaluation and/or work environment measurements (WEM)
- National OSH regulations; company OSH policies and protocols
- Systematic gathering of OSH issues and concerns
- General OSH principles
- National OSH regulations
- Company OSH and recording protocols, procedures and policies/guidelines
- Training and/or counseling methodologies and strategies

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Identified hazards in the workplace based their indicators
	1.2 Evaluated workplace hazards based on legal requirements.
	1.3 Addressed OSH concerns raised by workers as per legal requirements.
	1.4 Implemented hazard prevention and control measures as per legal requirement.
	1.5 Conducted risk assessment as per legal requirement.
	1.6 Developed risk matrix based on likely impact.
	1.7 Recognized and established contingency measures in accordance with organization procedures.
	1.8 Identified, evaluated and reviewed company OSH program based on legal requirements.

		1.9 Implemented company OSH programs as per legal requirements. 1.10 Capacity built workers on OSH standards and procedures as per legal requirements 1.11 Maintained OSH-related records as per legal requirements.
2. Resource Implications		The following resources should be provided: 2.3 Access to relevant workplace where assessment can take place 2.4 Appropriately simulated environment where assessment can take place
3. Methods of Assessment		Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4. Context of Assessment		Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5. Guidance information for assessment		Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

COMMON UNITS OF COMPETENCY

CONDUCT SOCIAL RESEARCH WORKS

UNIT CODE: COD/OS/SW/CC/01/6/A

UNIT DESCRIPTION

This unit cover the competencies required to conduct social research works. It involves identifying research problem, formulating research plan, developing research tools, carrying out data collection, analyzing collected data and preparing research report.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Identify research problem	1.1 *Literature review* is conducted as per SOPs 1.2 Literature review analysis is conducted as per SOPs 1.3 Research problem is identified based on the analysis
2. Formulate research plan	2.1 Scope of study is established as per the set objectives 2.2 Timeframe is established as per the scope of the study 2.3 Budget is prepared as per organization policy 2.4 Samples size is established as per the scope of the study
3. Develop research tools	3.1 Required tools are identified as per SOPs 3.2 Required tools are designed as per SOPs 3.3 Selected tools are tested as per SOPs 3.4 Research tools are validated as per SOPs
4. Carry out data collection	4.1 Data collection team is established as per organization policy 4.2 Data collection team is trained as per organization policy 4.3 Research tools are administered as per organization policy

5. Analyse collected data	5.1 *Data analysis tool* is prepared as per organization policy
	5.2 Data analysis is conducted as per organization policy
6. Prepare research report	6.1 Report is compiled as per organization policy
	6.2 Report is shared or disseminated as per organization policy
	6.3 Research findings are implemented as per organization policy

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Literature review	• Project reports. • Government agencies reports. • Past research reports. • Development partners reports.
2. Data analysis tool	• Excel spreadsheets • Graphs • Charts

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit of competency.
Required Skills
The individual needs to demonstrate the following skills:
- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing

- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
-

Required knowledge

The individual needs to demonstrate knowledge of:
- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to conduct literature review
	1.2 Demonstrated ability to identify research problem
	1.3 Demonstrated ability to establish scope of the study
	1.4 Demonstrated ability to establish time frame of the study
	1.5 Demonstrated ability to prepare a budget
	1.6 Demonstrated ability to establish research sample size
	1.7 Demonstrated ability to identify, design, test, validate and administer research tools

	1.8 Demonstrated ability to establish and train data collection team
	1.9 Demonstrated ability to conduct data analysis
	1.10 Demonstrated ability to prepare a report and share the findings
	1.11 Demonstrated ability to implement the recommendations
2. Resource Implications	The following resources MUST be provided:
	2.1 A functional office
	2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through:
	1.1 Written tests
	1.2 Interview
	1.3 Oral questioning
	1.4 Observation
	1.5 Third party report
2. Context of Assessment	Competency may be assessed:
	4.1 On-the-job
	4.2 Off-the –job
	4.3 During Industrial attachment
3. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CONDUCT SOCIAL POLICY FORMULATION AND PUBLIC ADMINISTRATION

UNIT CODE: COD/OS/SW/CC/02/6/A

UNIT DESCRIPTION

This unit cover the competencies required to conduct social policy formulation and public administration. It involves formulating social policy, carrying out policy implementation, analysing social policy, evaluating social policy, managing social welfare services and documenting social policy.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Formulate social policy	1.1 assessment tools are developed as per organisation policy 1.2 assessment tools are implemented as per organisation policy 1.3 data is collected and analysed as per organisation policy 1.4 report is prepared and shared as per organisation policy
2. Carry out policy implementation	2.1 implementation plan is developed as per organisation policy 2.2 implementation meetings are conducted as per organisation policy 2.3 policy implementation activities are identified based on the proposed policy 2.4 resources are identified and availed based on the activities 2.5 mitigation measures to overcome the anticipated challenges are put in place as per organisation policy
3. Analyse social policy	3.1 Assessment tools are identified and developed as per organisation policy 3.2 Assessment tools are implemented as per

		organisation policy
		3.3 Data is collected and analysed as per organisation policy
		3.4 Report is prepared, and findings shared as per organisation policy
4. Evaluate social policy		4.1 Evaluation tools and methods are identified as per organisation policy
		4.2 Evaluation tools are developed and implemented as per organisation policy
		4.3 Information is collected and analysed as per organisation policy
		4.4 Report is prepared and shared as per organisation policy
5. Manage social welfare services		3.1 Adequate logistical plan is prepared and implemented as per organisation policy
		3.2 Social welfare services plan is implemented as per organisation policy
		3.3 Social welfare services plan is monitored as per organisation policy
		3.4 Social welfare activities are evaluated as per organisation policy
		3.5 Evaluation report is prepared and shared as per organisation policy
		3.6 Recommendations are identified as per the evaluation report
6. Document social policy		3.7 Components of a documentation plan are identified as per the needs of the organisation
		3.8 Methods of keeping records are identified as per the needs of the organisation
		3.9 Documentation tools are identified and availed as per organisation policy
		3.10 Documentation plan is implemented as per organisation policy
		3.11 Regular review of the plan is carried out as per organisation policy

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Theories of counselling

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to social policy assessment tools 1.2 Demonstrated ability to implement assessment tools 1.3 Demonstrated ability to collect and analyse data 1.4 Demonstrated ability to prepare and share report 1.5 Demonstrated ability to develop social policy implementation plan 1.6 Demonstrated ability to identify social policy implementation activities 1.7 Demonstrated ability to carry out mitigation measures 1.8 Demonstrated ability to analyse social policies 1.9 Demonstrated ability to evaluate social policies 1.10 Demonstrated ability to document social policies
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4. Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

PERFORM PSYCHO SOCIAL SUPPORT

UNIT CODE: COD/OS/SW/CC/03/6/A

UNIT DESCRIPTION

This unit cover the competencies required to perform psycho social support. It involves conducting psycho social support intake session, conducting psycho social support problem exploration, analyzing psycho social support problem and developing psycho social support action plan. It also entails conducting psycho social support follow up, conducting psycho social support action, terminating counselling activity and maintaining counselling records.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range.*
1. Conduct Psycho social support intake session.	1.1 Healthy working relationship is established as per organization policy 1.2 Climate setting is done as per the needs of the client 1.3 The psychosocial support contract is prepared as per national standards in counselling
2. Psycho social support problem exploration	2.1 Clients experiences are explored as per SOPs 2.2 Challenges facing the client are identified based on the experience 2.3 Session notes are taken based on the client experience
3. Analyze psychosocial support problem.	3.1 Problem facing the client are explored as per SOPs 3.2 Presenting and underlying psychosocial support issues are identified based on the problems facing the client 3.3 Session notes are taken based on real and presenting issues

4. Psychosocial support action plan	4.1 Theories' and counseling approaches are selected as per SOPs
	4.2 Meaning and importance of case plan is identified as per SOPs
	4.3 Possible solutions are identified as per SOPs
5. psychosocial support follow-up	5.1 Review of the client's progress is done as per the counselling contract.
	5.2 Challenges are identified based on the review
	5.3 Solutions are identified as per SOPs
	5.4 Solutions are implemented as per SOPs
6. Review client action stage	6.1 Solutions to the psychosocial support are identified as per SOPs
	6.2 The best solutions are selected as per SOPs
	6.3 A plan to implement the solution is devised as per organization policy
	6.4 The clients implement the plan as per SOPs
	6.5 Review of the implementation is done as per organization policy
	6.6 Necessary revision is made as per the clients need.
7. Terminate counselling activity	7.1 Termination issues are identified as per the review
	7.2 Termination issues are implemented as per organization policy
	7.3 Termination plan is implemented as per organization policy
8. Referral	8.1 Client is prepared as per SOPs
	8.2 Referral notes are prepared as per SOPs
	8.3 Client consent is established.
	8.4 Appropriate referral institution is selected as per the client's needs
9. Maintain counselling coded records	9.1 Client confidentiality is maintained as per SOPs
	9.2 *Records* are safely secured as per SOP's

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Records may include but not limited to:	• Client intake form • Counselling notes • Review report • Referral notes • Follow up plan • Closure report

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare

- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Theories of counselling

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to establish healthy working relationship with a client
	1.2 Demonstrated ability to set the conducive environment
	1.3 Demonstrated ability to prepare a psycho social support contract
	1.4 Demonstrated ability to explore and identify challenges facing a client
	1.5 Demonstrated ability to take down session notes
	1.6 Demonstrated ability to identify select and apply Theories and Approaches to counselling
	1.7 Demonstrated ability to conduct counselling sessions
	1.8 Demonstrated ability to review client's progress
	1.9 Demonstrated ability to identify challenges in counselling
	1.10 Demonstrated ability to identify and implement solutions to challenges in counselling
	1.11 Demonstrated ability to review client's needs
	1.12 Demonstrated ability to identify and implement termination issues
	1.13 Demonstrated ability to prepare referral notes
	1.14 Demonstrated ability to conduct referral
	1.15 Demonstrated ability to maintain client's confidentiality

	1.16 Demonstrated ability to secure coded counselling records
2.. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3 Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4 Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CARRY OUT RESOURCE MOBILIZATION AND FUNDRAISING

UNIT CODE: COD/OS/SW/CC/04/6/A

UNIT DESCRIPTION

This unit cover the competencies required to carry out resource mobilization and fundraising. It entails institutionalizing resource mobilization, carry out prepositioning, identify funding gaps and opportunities and pitch for funding.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range.*
1. Institutionalize resource mobilization.	1.1 A resource mobilization team is formed as per organisation policy 1.2 Resource mobilization strategies are formulated as per SOPs 1.3 Resource mobilization plan is developed as per organisation policy 1.4 Resource mobilization plan is implemented as per organisation policy 1.5 Monitoring and review of the resource mobilization plan is developed and implemented as per organisation policy
2. Carry out prepositioning	2.1 Prepositioning tools are developed as per SOPs 2.2 Mapping of potential donors is done as per organization policy 2.3 Strategic engagement meetings are conducted as per organization policy. 2.4 Documentation of success stories, most significant change stories and good practices is done as per organization practice

3. Identify funding gaps and opportunities.	3.1 Research on community needs is conducted as per SOPs
	3.2 Gaps are identified based on the research
	3.3 Relevant funding opportunities are identified as per the gaps identified
4. Pitch for funding.	4.1 Application for funding opportunities is carried out as per organization policy
	4.2 *Strategic consortium* is established as per organization policy
	4.3 Timely submission and follow up on *application for funding* is done as per organization policy

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Application for funding may include but not limited to:	- Proposals - Expression of interest - Letter of enquiry - Concept papers
2. Strategic consortium may include but not limited to:	- Potential implementing partners - Partnership agreements

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Proposal writing
- Pitching for funding
- Training
- Planning and prioritization
- negotiation
- Report writing
- Critical thinking

- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Proposal writing
- Pitch for funding
- Negotiation

Required knowledge

The individual needs to demonstrate knowledge of:
- Social welfare policies
- Social work practices and interventions
- Social research
- Finance management
- Government policy on finance
- Budgeting
- Central bank regulations
- Public Act
- Leadership and integrity
- Government development agenda (Big 4)
- Vision 2030
- SDGs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1	Critical aspects of competency	Assessment requires evidences that the candidate:
		1.1 Demonstrated ability to form a resource mobilization team
		1.2 Demonstrated ability to formulate resource mobilization strategy
		1.3 Demonstrated ability to formulate and implement resource mobilization plan

		1.4 Demonstrated ability to monitor and review resource mobilization
		1.5 Demonstrated ability to develop prepositioning tools
		1.6 Demonstrated ability to map potential donors
		1.7 Demonstrated ability to conduct meetings
		1.8 Demonstrated ability to document success stories, most significant change stories and best cases
		1.9 Demonstrated ability to identify funding gaps and opportunities
		1.10 Demonstrated ability to establish strategic consortium
		1.11 Demonstrated ability to submit and follow up on funding applications
2	Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3	Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CORE UNITS OF COMPETENCE

MANAGE COMMUNITY RESOURCES

UNIT CODE: COD/OS/SW/CR/01/6/A

UNIT DESCRIPTION:

This unit describes the competencies required to manage community resources. It entails assessing community resources, identifying resource gaps, monitoring community resources, evaluating community resource utilization, providing feedback and documenting community resource management.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performances each of the elements. *(Bold and italicised terms are elaborated in the Range)*
1. Assess Community Resources	1.1 Community needs are identified as per the SOPs 1.2 Assessment tools are developed as per the SOPs 1.3 Data collection methods are devised as per the organization policy 1.4 Community needs, and resource register is created as per SOPs
2. Identify resource gaps	2.1 Available resources are matched to community needs as per the organisation policy. 2.2 Adequacy of the resources in meeting the community needs is analysed as per the organisation policy 2.3 Shortcomings of the resources in meeting the needs is established as per the organisation policy. 2.4 Capacity gaps of the resources is addressed as per the organisation policy 2.5 Community resources are mobilised to address the identified community gaps as per organisation policy
3. Monitor community resource	3.1 A community resources committee is established as per SOPs 3.2 Capacity building is carried out as per SOPs.

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performances each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	3.3 Develop a work plan is developed as per organisational policy. 3.4 Work plan is implemented as per organisation policy. 3.5 A reporting mechanism to the community is established as per organisation policy.
4. Evaluate community resource utilization	4.1 Evaluation schedule is established as per organisation policy. 4.2 Evaluators are identified as per organisation policy 4.3 *Evaluation tools* and *methodology* are developed as per SOPs. 4.4 Evaluation meeting is conducted as per organisation policy 4.5 Evaluation report is prepared as per organisation policy. 4.6 Feedback is provided as per organisation policy.
5. Follow up on recommended action	5.1 An *action plan* is developed as per SOPs 5.2 Action plan is implemented as per organisation policy.
6. Document community resource management.	6.1 Identification plan is developed as per SOPs. 6.2 Best practices are identified as per SOPs. 6.3 The best practises are documented as per organisation policy. 6.4 The best practises are shared as per organisation policy.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Action plan may include but not limited to:	• What • Where

Variable	Range
	• When • Who • How
2. Evaluation tools may include but not limited to:	• Questionnaire
3. Methodology may include but not limited to:	• Focused group discussion • Key informant interviews • Observation • Individual assignments

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Basic counselling
- Attending

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment

- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Assessed community resources
	1.2 Identified resource gaps
	1.3 Monitored community resources
	1.4 Evaluated community resource utilization
	1.5 Created community needs and resource register.
	1.6 Mobilised community resources.
	1.7 Established community resources committee.
	1.8 Carried out capacity building.
	1.9 Developed a work plan
	1.10 Created an evaluation schedule
	1.11 Identified best practices
2. Resource implications	2.1 A functional office
	2.2 A fully equipped simulated operations training office
	2.3 Stationery
3. Methods of Assessment	Competency may be assessed through:
	3.1 Verbal questioning
	3.2 Project
	3.3 Observation
	3.4 Third party report
	3.5 Interview
	3.6 Written test
4. Context of Assessment	Competency may be assessed:
	4.1 On-the-job
	4.2 Off-the –job
	4.3 During Industrial attachment

5. Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

CONDUCT COMMUNITY EMPOWERMENT

UNIT CODE: COD/OS/SW/CR/02/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to conduct community empowerment. It involves identifying community needs, determining the target group, developing empowerment plan, carrying out community mobilization, acquiring empowerment resources and carrying out community empowerment. It also entails evaluating empowerment programmes, preparing community empowerment report and conducting follow ups.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT, These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range*
1. Identify community needs	1.1 *Community leadership structures* are identified as per SOPs. 1.2 Introductory meetings with the community are conducted as per the organisation policy. 1.3 A needs assessment plan and tools are developed as per the organisation policy. 1.4 A needs assessment is conducted as per the organisation policy.
2. Determine the target group	2.1 A consultative meeting with the community is conducted as per the organisation policy. 2.2 *Selection criteria tool* is developed in consultation with the community as per the organisation policy. 2.3 Selection of the participant is carried out as per the selection criteria. 2.4 Confirmation of the target group is carried out as per the organisation policy
3. Develop empowerment plan	3.1 Relevant *stakeholders* are identified as per the needs the community. 3.2 Stakeholders meeting is conducted to discuss the empowerment plan as per the

		organisation policy.
		3.3 A time frame is formulated as per the plan
		3.4 Strategies and interventions are developed as per the empowerment plan.
		3.5 Inputs of the plan of the plan are identified as per the organisation policy.
		3.6 Outputs of the plan are identified as per organisation policy.
		3.7 Gather Results are gathered as per the organisation policy.
		3.8 The indicators are identified as per the results gathered.
4. Carry community mobilization		4.1 Community planning meeting is conducted as per SOPs.
		4.2 Share The empowerment plan is shared as per SOPs.
		4.3 Role allocation is carried out as per the empowerment plan
5. Acquire empowerment resources		5.1 Available resources are assessed as per the organisation policy.
		5.2 Resource gaps are identified as per SOPs
		5.3 Resources are acquired as per the organisation policy.
6. Carry out community empowerment plan		6.1 Community empowerment plan is executed as per organisation policy
		6.2 Empowerment programs are monitored as per the organisation policy.
		6.3 Community empowerment report is prepared as per SOPs.
7. Conduct follow up		7.1 An impact assessment is conducted as per SOPs
		7.2 The impacts are documented as per SOPs
		7.3 Information is disseminated as per organisation policy.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. community leadership structures may include but not limited to:	- religious leaders - political leaders - women leaders - youth leaders - person with disability - children
2. Selection criteria tool may include but not limited to:	- Gender - Age - Vulnerability - Literacy levels
3. Stakeholders may include but not limited to:	- donors - community members - government - non-governmental organization - well wishers

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit of competency.
Required Skills
The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work

- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Basic counselling

Required knowledge

The individual needs to demonstrate knowledge of:
- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research and research methods
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Demonstrated the ability to identify community leadership structures. 1.2 Demonstrated ability to develop a needs assessment plan and tools. 1.3 Demonstrated ability to conduct a needs assessment 1.4 Demonstrated ability to develop selection tools and criteria. 1.5 Demonstrated ability to develop an empowerment plan 1.6 Demonstrated ability carry out community mobilization. 1.7 Demonstrated ability to identify resource gaps. 1.8 Demonstrated ability to acquire empowerment resources. 1.9 demonstrated ability to implement community empowerment plan 1.10 Demonstrated ability to conduct an impact assessment. 1.11 Demonstrated ability to document impacts 1.12 Demonstrated ability to share information
2. Resource Implications	The following resources MUST be provided: 2.3 Assessment tools 2.4 Organization policies and procedures 2.5 A fully equipped simulated office 2.6 Maps censors data
3. Method of Assessment	Competency may be assessed through: 3.1 Written or oral questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios

4. Context for Assessment	Competency may be assessed:
	    4.1 On-the-job
	    4.2 Off-the –job
	    4.3 During Industrial attachment

5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

COORDINATE COMMUNITY PROJECT

UNIT CODE: COD/OS/SW/CR/03/6/A

UNIT DESCRIPTION:

This unit describes the competencies required to coordinate community project. It involves mobilising community members, identifying community project, formulating project management committee, planning and designing community project, identifying community project risks and carrying out project activities. It also entails monitoring community project, evaluating project activities, preparing community project report and undertaking project handing over.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
1. Mobilise community members	1.1 Engagement with the community is initiated as per organisation policy 1.2 Gender assessment tools are developed as per SOPs 1.3 *Gender assessment* is carried out as per SOPs. 1.4 Community assessment is carried out as per organisation policy. 1.5 An inclusive project committee is selected as per organisation policy.
2. Identify community project	2.1 Community mapping is carried out as per the project area 2.2 Need assessment is carried out as per organisation policy. 2.3 Prioritization of the project with the greatest impact is carried out as per the need's assessment.
3. Formulate project management committee	3.1 Formulate Terms of reference are formulated as per organisation policy. 3.2 Selection criteria is developed as per the recommendations of the committee. 3.3 Capacity assessment is carried out as per organisation policy.

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	3.4 Capacity building is conducted as per organisation policy.
4. Plan and design community project	4.1 Root cause analysis is conducted as per SOPs. 4.2 Theory of Change is formulated as per SOPs. 4.3 A *log frame* is developed as per organisation policy 4.4 A work plan is developed as per the project 4.5 A project budget is formulated as per organisation policy
5. Identify community project risks	5.1 Needs assessment is carried out as per SOPs. 5.2 Risks are categorised as per the needs assessment. 5.3 Possible mitigation measures are identified as per needs assessment
6. Carryout project activities	6.1 Community start up action is formulated as per organisation policy. 6.2 Baseline assessment is carried out as per organisation policy 6.3 Work plan is executed as per organisation policy.
7. Monitor community project	*7.1 Monitoring tools are developed as per SOPs* *7.2 Reporting framework is established as per organisation policy* 7.3 Review of the project plan is carried out as per organisation policy. 7.4 Financial monitoring is carried out as per SOPs. 7.5 Selection and documentation of human changes is carried out as per organisation policy
8. Evaluate project activities	8.1 Develop Evaluation tools are developed as per organisation policy 8.2 Planning is carried out as per organisation policy 8.3 Mid line evaluation is conducted as per organisation policy

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	8.4 End line evaluation is conducted as per organisation policy. 8.5 An impact assessment is carried out as per organisation policy 8.6 Evaluation report is prepared as per organization policy
9. Prepare community project report	9.1 Narrative report is prepared as per SOPs. 9.2 Financial report is prepared as per SOPs.
10. Undertake project handing over.	10.1 An exit strategy at the onset of the project is prepared. 10.2 Community capacity for sustainability is established as per organisation policy. 10.3 Exit strategy is executed as per organisation policy
11. Carry out impact assessment	11.1 impact assessment tools are developed as per organization policy 11.2 assessment tools are implemented 11.3 identification and engagement of external assessors 11.4 report is prepared 11.5 comparison between baseline and the impact

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Gender assessment may include but not limited to:	• Gender roles • Cultural perspective • Institutional practises
2. Monitoring tools may include but not limited to:	• Weekly progress review minutes • Monthly management reports

Variable	Range
	• Quarterly monitoring reports • Annual reports • Baseline assessment • Mid line evaluation • End line evaluation
3. Reporting framework may include but not limited to:	• Reporting guidelines as per SOPs or donor requirements
4. Log frame may include but not limited to:	• Input • Activities • Output • Outcome • indicators

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment

- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Project management
- Monitoring and evaluation

EVIDENCE GUIDE

1	Critical Aspects of Competency	Assessment requires evidence that the candidate:
		1.1 Demonstrated ability to carry out gender assessment
		1.2 Demonstrated ability to mobilise community
		1.3 Demonstrated ability to carry out a needs assessment
		1.4 Demonstrated ability to identify community projects
		1.5 Demonstrated ability to formulate terms of reference
		1.6 Demonstrated ability to develop a selection criteria
		1.7 Demonstrated ability to capacity building
		1.8 Demonstrated ability to conduct a root cause analysis
		1.9 Demonstrated ability to formulate a Theory of Change
		1.10 Demonstrated ability to develop a work plan
		1.11 Demonstrated ability to formulate a budget
		1.12 Demonstrated ability to identify community project risks
		1.13 Demonstrated ability to develop monitoring tools
		1.14 Demonstrated ability to establish a reporting framework
		1.15 Demonstrated ability to document human changes
		1.16 Demonstrated ability to evaluate project activities
		1.17 Demonstrated ability to prepare a narrative report
		1.18 Demonstrated ability to prepare a financial report
		1.19 Demonstrated ability to develop and execute an exit strategy

2	Resource Implications	The following resources MUST be provided: 2.1 Organisation polices, guidelines and regulations Strategic plans on community projects 2.2 Organization policies and procedures 2.3 Community censors report 2.4 Map of geographical areas 2.5 Data collection tools 2.6 Community structure guidelines 2.7 Transport means 2.8 Simulated office
3	Method of Assessment	Competency may be assessed through: 1.3 Written or oral questions 1.4 Observation 1.5 Third party report 1.6 Project 1.7 Interview 1.8 Review of portfolios
4	Context for Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5	Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

CONDUCT COMMUNITY AWARENESS TRAINING AND SENSITIZATION

UNIT CODE: COD/OS/SW/CR/04/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to conduct community awareness training and sensitization. It involves identifying community awareness needs, determining community awareness programmes, developing community awareness plan, obtaining resources required, developing sensitization partnerships and linkages and carrying out awareness outreach campaigns. It also entails evaluating community awareness and sensitization programmes and documenting community awareness and sensitization programmes.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range***
1. Identify Community Awareness Needs	1.1 An assessment tool for knowledge, attitude and practices is prepared as per SOPs 1.2 Piloting the tools is carried out as per organisation policy. 1.3 Assessment is administered as per SOPs 1.4 Analyse Results are analysed as per assessment tools. 1.5 Document and share results are with stakeholders as per SOPs
2. Determine Community Awareness Programmes	2.1 Relevant program stakeholders are identified as per organisation policy 2.2 Meetings to formulate the programmes are conducted as per organisation policy. 2.3 Formulated programmes are documented as per organisation policy. 2.4 A report is prepared as per organisation policy

3. Develop Community Awareness Plan.	3.1 Community awareness objectives are identified as per organisation policy.
	3.2 Activities are developed as per the set objectives.
	3.3 Resources needed are determined as per organisation policy.
	3.4 Timeframe is developed as per organisation policy.
4. Obtain Resources Required	4.1 Available resources and resource gaps are identified as per organisation policy.
	4.2 Resources to implement the plan are mobilised as per organisation policy.
	4.3 Resources are allocated
5. Develop Sensitization Partnerships and Linkages	5.1 Identification of relevant mobilization partners is carried out as per organisation policy.
	5.2 Community *collaborating networks* are established and strengthened as per organisation policy
	5.3 *Planning and review meetings* are conducted as per organisation policy
6. Carryout community Awareness activities.	6.1 Adequate *logistical plan* is prepared as per the activities.
	6.2 Community awareness plan is implemented as per organisation policy.
	6.3 Awareness plan is monitored as per organisation policy.
	6.4 Report is prepared as per SOPs.
7. Evaluate Community Awareness and Sensitization Programmes	7.1 *Evaluation* schedules are prepared as per the policy
	7.2 Evaluation tools are prepared as per organisation policy.
	7.3 Evaluation conducted as per the tools prepared.
	7.4 Evaluation report prepared as per SOPs.
	7.5 Report disseminated as per organisation policy.
8. Document community awareness and sensitization	8.1 *Documentation* procedures are identified as per SOP.

programmes.	8.2 Documents are Stored as per organisation policy.
	8.3 Documentation plan is prepared as per the organization policy.
	8.4 **Documentation tools** are prepared as per the documentation plan
	8.5 Documentation analysis is conducted as per the organization policy.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Documentation may include but not limited to:	• Community awareness programme reports • Programme pictures • Documentaries • Human change stories • Most significant change stories
2. Documentation tools may include but not limited to:	• Documentation plan • Documentation templates • Cameras, video cameras • Voice recording devises
3. Community collaborating network may include but not limited to:	• Mapping of community sensitisation partners • Directory of partners • Establishment of management and coordination mechanisms
4. Planning and review meetings may include but not limited to:	• Development of terms of reverence for the partners • Partners periodic planning meetings • Partners periodic review meetings
5. Logistical planning may include but not limited to:	• Checklist for planned events • Transport arrangement • Venue preparation • Agenda planning

	• Facilitators and resource persons
6. Evaluation may include but not limited to:	• Evaluation plan • Identification of intermediary outcome indicators • Identification of outcome indicators

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology

- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to identify strategies for creating awareness
	1.2 Demonstrated the ability to prepare assessment tools for knowledge, attitude and practices
	1.3 Demonstrated ability to analyse community awareness results
	1.4 Demonstrated ability to identify programme stakeholders
	1.5 Demonstrated ability to conduct meetings and formulate community awareness programme
	1.6 Demonstrated ability to prepare reports and disseminate information
	1.7 Demonstrated ability to identify community awareness objectives
	1.8 Demonstrated ability to develop a time frame
	1.9 Demonstrated ability to identify available resources and resource gaps
	1.10 Demonstrated ability to identify relevant mobilization partners
	1.11 Demonstrated ability to establish community collaborative networks
	1.12 Demonstrated ability to implement logistical plans
	1.13 Demonstrated ability to monitor awareness plans
	1.14 Demonstrated ability to evaluate community awareness and sensitisation programme
	1.15 Demonstrated ability to document community awareness and sensitization programmes
	1.16 Demonstrated ability to identify strategy for creating awareness
2. Resource Implications	The following resources MUST be provided: 2.1 Work plans

		2.2 Meeting equipment and materials 2.3 Organisation policies 2.4 board room/meeting room 2.5 Fully equipped simulated meeting room 2.6 Censors reports maps
3.	Method of Assessment	Competency may be assessed through: 3.1 Written or oral questions 3.2 Observation 3.3 Third party report 3.4 Project 3.5 Interview 3.6 Review of portfolios
4.	Context for Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5. Guidance information for assessment		Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CARRY OUT ADVOCACY AND LOBBYING ACTIVITIES

UNIT CODE: COD/OS/SW/CR/05/6/A

UNIT DESCRIPTION:

This unit describes the competencies required to carry out advocacy and lobbying activities. It involves identifying target groups, carrying out problem analysis, assessing advocacy resources, gathering advocacy resources, preparing advocacy campaign plan, building advocacy partnerships, carrying out advocacy and lobbying activities and undertaking advocacy and lobbying follow up. It also includes documenting advocacy and lobbying activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
1. Identify target groups	1.1 Project Boundaries Are Established as per organisation policy 1.2 Local leadership is informed as per organisation policy 1.3 Beneficiaries are identified adhering to gender and inclusion as per the SOPs 1.4 The process is documented as per organisation policy 1.5 Report is prepared as per SOPs.
2. Carry out problem analysis	2.1 Assessment tools are developed as per organisation policy 2.2 Assessment team is identified and trained as per organisation policy. 2.3 Assessment is conducted as per the SOPs 2.4 Findings are analysed as per SOPs. 2.5 Report is prepared and disseminated as per organisation policy
3. Build advocacy partnership	3.1 Identification of relevant advocacy partners are identified as per organisation policy. 3.2 Community collaborating advocacy partners are established as per organisation policy.

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	3.3 Advocacy partnership are strengthened as per organisation policy. 3.4 Planning and review meeting*s* are conducted as per the SOPs
4. Assess advocacy resources and prepare advocacy campaign plan	4.1 advocacy objectives are identified as per organisation policy 4.2 Activities are identified as per organisation policy. 4.3 Work plan is prepared as per the activities identified. 4.4 Budget is prepared as per the work plan 4.5 Resources are determined and allocated as per work plan 4.6 Timeframe is developed as per organisation policy.
5. Carryout advocacy activities	5.1 Adequate logistical plan is prepared as per organisation policy. 5.2 Advocacy plan is implemented as per organisation policy 5.3 Advocacy plan is monitored as per organisation policy. 5.4 Report is prepared and shared as per SOPs.
6. Undertake advocacy and lobbying follow up	6.1 *Advocacy activities* are evaluated as per the set plan 6.2 Evaluation report is prepared as per organisation policy. 6.3 Recommendations are identified as per the evaluation report.
7. Document advocacy and lobbying activities	7.1 Documentation procedures are identified as per SOPs. 7.2 Documents *a*re Stored. 7.3 Documentation plan is prepared as per the organization policy. 7.4 Documentation tools are prepared as per

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	organisation policy 7.5 Documentation analysis is conducted as per the organization policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Advocacy activities may include but not limited to:	• Community mobilisation • Community empowerment programmes • Advocacy forums at various levels of governance • Social accountability mechanisms

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Demonstrated ability to establish project boundaries
	1.2 Demonstrated ability to identify beneficiaries of a project
	1.3 Demonstrated ability to carry out documentation process.
	1.4 Demonstrated ability to prepare reports on advocacy and lobbying activities
	1.5 Demonstrated ability to develop assessment tools
	1.6 Demonstrated ability to analyse findings on problem analysis.
	1.7 Demonstrated ability to identify relevant and advocacy partners
	1.8 Demonstrated ability to strengthen advocacy partnerships
	1.9 Demonstrated ability to conduct planning and review meetings
	1.10 Demonstrated ability to identify advocacy objectives
	1.11 Demonstrated ability to prepare work plans and budgets
	1.12 Demonstrated ability to implement advocacy plans

		1.13 Demonstrated ability to document advocacy and lobbying activities
2.	Resource implications	2.1 A functional operations office 2.2 Work plans 2.3 Maps 2.4 Transport means 2.5 Computer 2.6 Internet connectivity
3.	Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.5 Third party report 3.6 Interview 3.7 Written test
4	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5	Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

CARRY OUT CRISIS AND DISASTER MANAGEMENT

UNIT CODE: COD/OS/SW/CR/06/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to carry out crisis and disaster management. It involves establishing crisis/disaster nature, initiating crisis and disaster partnerships, contacting crisis and disaster links, developing crisis and disaster preparedness, mobilizing response resources and carrying out crisis/disaster intervention measures. It also includes evaluating prevention and response implementation plan and documenting disaster/crisis management.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range***
1. Establish crisis/disaster nature	1.1 Existing disasters are profiled as per SOPs. 1.2 Existing disasters are categorised as per the profile 1.3 Early warning signs are identified and documented as per organisation policy 1.4 Prevalence of disaster is determined as per the documentation
2. Initiate crisis and disaster partnership Contact crisis and disaster links.	2.1 Crisis and disaster partnership partners are identified as per organisation policy 2.2 collaborative crisis and disaster partnership are strengthened and established as per organisation policy 2.3 Planning and review meetings are conducted as per the SOPs

3 Develop crisis and disaster preparedness	3.1 An audit on the community disaster prevention and response is carried out as per SOPs
	3.2 Capacity gaps are identified as per the audit
	3.3 Capacity building plan is developed as per organisation policy
	3.4 Plan is implemented as per organisation policy
	3.5 A costed prevention and response plan is developed as per organisation policy
4 Mobilize response resources	4.1 Available resources and resource gaps are identified as per organisation policy
	4.2 Potential resource providers are identified as per resource gaps'
	4.3 Resources to implement the plan are mobilised as per organisation policy
5 Carry out crisis/disaster intervention measures	5.1 Disaster risk reduction measures implemented as per organisation policy.
	5.2 Disaster response measures are implemented as per organisation policy
	5.3 *Disaster risk measures* are implemented as per organisation policy.
	5.4 Monitoring and review of response and reduction plan is carried out as per organisation policy
6 Evaluate the disaster prevention and response implementation plan	6.1 Evaluation schedules are prepared as per the organisation policy
	6.2 Evaluation tools are prepared as per organisation policy
	6.3 Evaluation is conducted as per the prepared tools.
	6.4 Evaluation report prepared as per organisation policy
	6.5 Report is disseminated as per organisation policy
7 Document disaster/crisis management	7.1 Documentation procedures are identified as per SOPs.
	7.2 Documents are stored as per organisation policy
	7.3 Documentation plan prepared as per the organization policy.
	7.4 Documentation tools are prepared as per organisation policy
	7.5 Documentation analysis is conducted as per the

	organization policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Disaster risk measures may include but not limited to:	• Assessment of prevention and response measures • Capacity building • Contingency planning

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment

- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to profile existing disasters
	1.2 Demonstrated ability to categorise existing disasters
	1.3 Demonstrated ability to identify and document early warning signs
	1.4 Demonstrated ability to determine preference of disaster
	1.5 Demonstrated ability to identify crisis and disaster partnerships
	1.6 Demonstrated ability to conduct review meetings
	1.7 Demonstrated ability to carry out an audit of the community disaster prevention and response
	1.8 Demonstrated ability to carry out capacity building
	1.9 Demonstrated ability to prepare a prevention and response plan
	1.10 Demonstrated ability to mobilise resources
	1.11 Demonstrated ability to evaluate the prevention and response implementation plan
	1.12 Demonstrated ability to document disaster/crisis management
2. Resource implications	The following resources should be provided:
	2.1 A functional office
	2.2 A fully equipped simulated operations training office
	2.3 Resource persons

3.	Methods of Assessment	Competency may be assessed through: 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test
4.	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

COORDINATE CONFLICT RESOLUTION AND MANAGEMENT

UNIT CODE: COD/OS/SW/CR/07/6/A

UNIT DESCRIPTION:

This unit describes the competencies required to coordinate conflict resolution and management. It involves identifying target group, establishing conflict causes, developing conflict resolution measures, monitoring conflict resolution process, managing community conflicts and documenting conflict resolution and management activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
1. Identification of target group.	1.1 Inception and introductory meeting conducted as per organisation policy 1.2 Selection criteria for target population developed as per organisation policy 1.3 Selection criteria is applied as per organisation policy 1.4 Mobilization of the target group is done as per the selection criteria
2. Establish conflict causes	2.1 Assessment tools for both primary and secondary data sources developed as per SOPs 2.2 Assessment Tools are administered as per SOPs 2.3 Findings are documented as per organisation policy 2.4 Findings are analysed as per SOPs 2.5 Report is prepared as per SOPs. 2.6 Information is disseminated as per organisation policy
3. Develop conflict resolution measures	3.1 Relevant stakeholders mobilised as per organisation policy 3.2 *Conflict resolution program* formulation meeting conducted as per organisation policy 3.3 The program is formulated as per SOPs. 3.4 Implementation plan formulated as per the programme

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	3.5 Implementation plan shared as per organisation policy 3.6 Resources are shared as per organisation policy 3.7 Plan is Implemented as per organisation policy
4. Monitor conflict resolution process	4.1 Monitoring tools are developed as per SOPs 4.2 Monitoring tools are implemented as per organisation policy 4.3 Review of conflict resolution measures is done as per organisation policy
5. Manage community conflict	5.1 *Peace building programs* are formulated based on the type of conflicts 5.2 Peace building programs are implemented as per community conflicts 5.3 Peace building programs are reviewed as per organisation policy
6. Document conflict resolution and management activities	6.1 Documentation procedures are identified as per SOPs 6.2 Documents are Stored as per organisation policy 6.3 Documentation plan prepared as per the organization policy. 6.4 Documentation tools are prepared based on the documentation plan 6.5 Documentation analysis is conducted as per the organization policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1.Peace building programs may include but not limited to:	• School based peace education programmes • Community peace programmes • Peace building meetings • Healing and reconciliation process
2 Conflict resolution programs	• Mediation

Variable	Range
may include but not limited to:	

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Conflict resolution

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting

- Digital literacy

EVIDENCE GUIDE

1.Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Demonstrated ability to mobilize target groups in conflict resolution
	1.2 Demonstrated ability to develop selection criteria to identify target group
	1.3 Demonstrated ability to apply selection criteria
	1.4 Demonstrated ability to develop assessment tools for both primary and secondary data sources
	1.5 Demonstrated ability to administer assessment tools
	1.6 Demonstrated ability to analyse findings
	1.7 Demonstrated ability to prepare reports
	1.8 Demonstrated ability to disseminate information
	1.9 Demonstrated ability to formulate conflict resolution programmes
	1.10 Demonstrated ability to implement conflict resolution programmes
	1.11 Demonstrated ability to develop monitoring tools
	1.12 Demonstrated ability to review conflict resolution measures
	1.13 Demonstrated ability to document conflict resolution and management activities.
2.Resource implications	The following resources should be provided
	2.1 A functional office
	2.2 fully equipped simulated training office
3.Methods of Assessment	Competency may be assessed through:
	3.1 Verbal questioning
	3.2 Project
	3.3 Observation
	3.4 Third party report
	3.5 Interview
	3.3 Written test
4.Context of Assessment	Competency may be assessed:
	4.1 On-the-job
	4.2 Off-the –job
	4.3 During Industrial attachment
5.Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector

PERFORM HOME BASED CARE AND SUPPORT

UNIT CODE: COD/OS/SW/CR/08/6/A

UNIT DESCRIPTION
This unit describes the competencies required to perform home based care and support. It involves identifying community health structures and partners, conducting home based care needs assessment, mobilizing required resources for home-based care, undertaking home visits, carrying out support advocacy, monitoring client's performance and documenting home based care and support activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Identify community health structures and partners	1.1 Mapping of relevant partners is done as per organization policy 1.2 Collaborative linkages with partners and structures are established as per organization partners 1.3 Planning and review meetings are conducted as per SOPs
2. Conduct home based care needs assessment	2.1 Assessment tools are identified and developed in collaboration with the ministry of health as per SOPs. 2.2 Targeting of the beneficiaries is done as per organization policy 2.3 Assessment tools are administered as per SOPs 2.4 Data collected is analyzed as per SOPs. 2.5 Assessment report is prepared as per organization policy 2.6 Dissemination of report findings is carried out as per organization policy
3. Mobilize required resources for home-based care	3.1 Local and external stakeholders mapping and analysis is done as per organisation policy 3.2 Stakeholders directory is prepared as per organisation policy 3.3 Mobilization of resources from the stakeholders is done as per organisation policy

4. Undertake home visits	4.1 *Individual care plans* are developed in collaboration with ministry of health as per SOPs,
	4.2 Resources are allocated based on the care plan
	4.3 Individual Plan is implemented based on the allocated resources
5. Carry out support advocacy	5.1 Advocacy plan is developed as per organisation policy
	5.2 Community mobilization is done as per organisation policy
	5.3 Advocacy plan is implemented as per organisation policy
	5.4 Advocacy is monitored and reviewed as per organisation policy
	5.5 Advocacy report is prepared and shared as per organisation policy
6. Monitor client's performance	6.1 Indicators aligned to the individual care plan are identified as per SOPs.
	6.2 Indicators are tracked based on the care plan
	6.3 Indicators are analysed based on the care plan
	6.4 Report is prepared as per organisation policy
	6.5 Necessary referrals are executed as per SOPs
7. Document home-based care and support activities.	7.1 Documentation procedures are identified as per SOPs
	7.2 Documents are stored as per organisation policy
	7.3 Documentation plan prepared as per the organization policy.
	7.4 Documentation tools are prepared as per the documentation plan.
	7.5 Documentation analysis is conducted as per the organization policy.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Individual care plans (ICP) may include but not limited to:	• Assessment of the client/patient's needs • Identification of effective interventions • Identification of resources • Resource allocation • Review of ICP

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Basic counselling
- Interpersonal relation
- Planning and prioritization
- Empathy
- Self-awareness
- First aid
- Critical thinking
- Health and nutrition
- Team work
- People management
- Basic nursing
- Decision making
- Emotional intelligence
- Health and sanitation
- compassion

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research and research methods
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes

- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Demonstrated ability to identify community health structures
	1.2 Demonstrated ability to map relevant partners
	1.3 Demonstrated ability to establish collaborative partners
	1.4 Demonstrated ability to develop assessment tools for home-based care needs assessment
	1.5 Demonstrated ability to collect data and prepare reports
	1.6 Demonstrated ability to mobilise resources required for home-based care
	1.7 Demonstrated ability to develop and implement individual care plan
	1.8 Demonstrated ability to develop, implement and monitor advocacy plan
	1.9 Demonstrated ability to identify indicators aligned to the individual care plan
	1.10 Demonstrated ability to execute referrals
	1.11 Demonstrated ability to document home based care and support activities
2. Assessment Resource Implications	The following resources should be provided:
	2.1 A functional office
	2.2 A fully equipped simulated operations training office
3. Methods of Assessment	Competency in this unit must be assessed through
	3.1 Written tests
	3.2 Observation
	3.3 Oral tests

	3.4 Third party report

4. Context of Assessment	Competency may be assessed:
	    4.1 On-the-job
	    4.2 Off-the –job
	    4.3 During Industrial attachment

5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

COORDINATE REHABILITATION PROGRAMMES

UNIT CODE: COD/OS/SW/CR/09/6/A

UNIT DESCRIPTION

This unit describes the competencies required to coordinate rehabilitation programmes. It involves establishing social economic maladjustment causes, types and social economic impacts, creating family and societal linkages/referrals, assessing clients' needs, carrying out client rehabilitation plan. It also includes integrating client to the society, monitoring clients' progress and home environment and evaluating client rehabilitation activities and follow up.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. **Bold and italicized terms are elaborated in the Range.**
1. Establish social economic maladjustment causes, types and social economic impacts	1.1 Problem identification is done as per SOPs 1.2 Objectives of the study are formulated as per organisation policy 1.3 Data collection tools are prepared as per SOPs 1.4 Sample group is identified based on the objective of the study 1.5 Data collection tools are administered as per SOPs 1.6 Methodology is established based on the tools 1.7 Data is collected based on methodology 1.8 Report is prepared as per SOPs 1.9 Report is shared as per organisation policy
2. Create family and society linkages/referrals	2.1 Stakeholders mapping is carried out as per organisation policy 2.2 Stakeholder directory is prepared as per organisation policy 2.3 Stakeholders mobilization is carried out as per organisation policy 2.4 Joint action planning and review meetings are conducted as per organisation policy 2.5 Validation of reports findings is done as per

	organisation policy
	2.6 Report is disseminated as per organisation policy
3. Assess clients' needs	*3.1* Formulation of assessment tools for various ***categories of maladjustment issues (offenders, alcoholism)*** is done as per SOPs
	3.2 Assessment plan is carried out as per organisation policy
	3.3 Needs are analysed based on the assessment
	3.4 Executive reports is prepared as per SOPs
	3.5 Report is shared as per organisation policy
4. Carry out client rehabilitation	4.1 Individual treatment plan is developed based on the needs of the client
	4.2 Necessary referrals and linkages are done based on the needs of the client
	4.3 Client contracting is done based on the treatment plan
	4.4 Required resources are allocated based on the treatment plan
	4.5 Individual treatment plan is implemented based on the available resources and needs
5. Integrate client to the society	5.1 Social inquiry/investigation is conducted as per SOPs
	5.2 Social inquiry report is prepared as per SOPs
	5.3 Home environment/community treatment plan is formulated as per organisation policy
	5.4 Home environment/community treatment plan is implemented as per the client
	5.5 Home environment/community treatment plan is reviewed based on the client's progress
	5.6 Family reintegration meetings are conducted as per organisation policy
	5.7 Client reintegration is carried out as per SOPs
6. Monitor clients progress and home environment	6.1 Monitoring plan is developed as per SOPs
	6.2 The monitoring plan is aligned to the individual treatment and home environment as per organisation policy
	6.3 Monitoring plan is implemented as per client's progress
	6.4 Individual clients is reviewed based on the monitoring plan

7. Evaluate client rehabilitation activities	7.1 Evaluation plan are developed as per SOPs
	7.2 Evaluation tools developed based on the plan
	7.3 Administration of evaluation tools is done as per the plan
	7.4 Analysis of information gathered is carried out as per SOPs
	7.5 Evaluation report is prepared as per organisation policy
8. Follow up	8.1 Follow up plan is formulated as per organisation policy
	8.2 Follow up tools are developed based on the follow up plan
	8.3 Follow up tools are administered as per SOPs
	8.4 Review meetings with individual treatment plan team is conducted as per organisation policy
	8.5 Revision of the follow up plan is done/referrals where necessary is carried out as per SOPs
	8.6 Disengagement after two years is done as per SOPs

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. categories of maladjustment issues may include but not limited to:	• Offenders • Alcoholism • Drug addicts • Sex addicts

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation

- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range

1. Critical aspects of competency	Assessment requires evidence that the candidate
	1.1 Demonstrated ability to collect and analyse data
	1.2 Demonstrated ability to establish social economic maladjustment causes, types and social economic impacts
	1.3 Demonstrated ability to carry out stakeholders mapping to create linkages
	1.4 Demonstrated ability to carry out stakeholder's mobilization
	1.5 Demonstrated ability to conduct meetings
	1.6 Demonstrated ability to analyse findings and prepare reports
	1.7 Demonstrated ability to formulate and administer assessment tools
	1.8 Demonstrated ability to analyse categories of maladjustment issues
	1.9 Demonstrated ability to develop and implement individual treatment plan
	1.10 Demonstrated ability to conduct referrals and linkages
	1.11 Demonstrated ability to integrate client to the society
	1.12 Demonstrated ability to develop and implement monitoring plan
	1.13 Demonstrated ability to evaluate client's rehabilitation activities
	1.14 Demonstrated ability to formulate and implement follow up plan
	1.15 Demonstrated ability to review the follow up plan
	1.16 Demonstrated ability to carry out disengagement
2. Resource Implications	The following resources MUST be provided:
	2.1 A functional office
	2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through:
	3.1 Written tests
	3.2 interview
	3.3 Oral questioning

	3.4 Observation 3.5 Third party report	

4. Context of Assessment	Competency may be assessed:
	    4.1 On-the-job
	    4.2 Off-the –job
	    4.3 During Industrial attachment	

5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.	

easytvet.com

CARRY OUT CHILD WELFARE PROGRAMMES

UNIT CODE: COD/OS/SW/CR/10/6/A

UNIT DESCRIPTION

This unit cover the competencies required to carry out child welfare programmes. It involves identifying child welfare problem, assessing child welfare problem, creating child welfare networks, developing child protection; prevention and response plan, conducting home assessment and carrying out child problem remedy. It also includes undertaking follow up activities and documenting child welfare programs.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Identify child welfare problem.	1.1 Tools are developed as per organization policy 1.2 Tools to analyze child welfare problems are administered as per work place procedures. 1.3 Report findings are analyzed as per SOPs 1.4 Report is shared with the host ministry and partners as per SOPs
2. Assess child welfare problem	2.1 Assessment tools are developed as per SOPs 2.2 The number of children affected is assessed as per using the tools developed 2.3 Impact of the problem is determined based on the assessment 2.4 Prevention services available and responses are established as per organisation policy 2.5 Report is prepared as per organisation policy 2.6 Report is disseminated as per organisation policy

3. Create child protection networks	3.1 Mapping of existing child protection networks is carried out as per organization policy 3.2 Directory is developed as per organization policy 3.3 Referrals are established based on the directory 3.4 Reporting mechanism is done in line with the organization policy. 3.5 Management and coordination of child protection networks is determined as per SOPs 3.6 Planning and review meetings is done as per organization policy.
4. Develop a child protection, prevention and response plan	4.1 Child protection policy is developed as per legal protection laws 4.2 Child abuse protection programme is developed as per organisation policy 4.3 Child abuse response program is developed as per SOPs 4.4 Monitoring and evaluation framework is established as per organization policy. 4.5 Resource mobilization strategies are established as per organization policy
5. Conduct home assessment	5.1 Assessment tools to conduct social enquiry/investigation for both children in need of care and conflict with law are developed as per SOPs 5.2 Social enquiry is conducted as per organisation policy 5.3 Findings are analysed based on the social enquiry 5.4 Report is prepared as per organisation

6. Carry out child problem remedy	6.1 Parents and caregivers are *empowered* to give adequate prevention and support as per SOPs.
	6.2 Community based child protection systems are strengthened as per organisation policy
	6.3 Formal child protection are strengthened as per organisation policy
	6.4 Networking and collaboration of child protection policy is enhanced as per organisation policy
	6.5 Referrals and reporting pathways are established and strengthened as per SOPs
	6.6 Children are empowered with life skills as per SOPs
	6.7 An individual care plan for children in need of protection is developed as per SOPs
	6.8 Treatment plan for children in conflict with the law are developed and implemented as per organisation policy
7. Undertake follow up activities	7.1 Child protection activities are monitored as per SOPs
	7.2 Individual care plan and treatment plan is reviewed as per organisation policy.
	7.3 Joint monitoring and reporting of the child protection systems (area advisory council) are implemented as per organisation policy
8. Document child welfare programmes	8.1 Documentation procedures are identified as per SOPs
	8.2 Documents are Stored.
	8.3 Documentation plan prepared as per the organization policy.
	8.4 Documentation tools are prepared as per organisation policy
	8.5 Documentation analysis is conducted as per the organization policy.

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Empowerment may include but not limited to:	• Economic empowerment • Parenting education • Public education programs on child protection • Establishment of community-based referral and reporting mechanisms

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research

- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to develop and administer tools to identify child welfare problem
	1.2 Demonstrated ability to prepare, analyse and share reports
	1.3 Demonstrated ability to develop and administer tools to assess child welfare problems
	1.4 Demonstrated ability to map existing child protection networks and created their directory
	1.5 Demonstrated ability to establish referrals
	1.6 Demonstrated ability to manage and coordinate child protection networks
	1.7 Demonstrated ability to develop child protection policy
	1.8 Demonstrated ability to conduct social enquiry and prepare a report on home assessment
	1.9 Demonstrated ability to empower parents and caregivers
	1.10 Demonstrated ability to strengthen child protection systems
	1.11 Demonstrated ability to establish referrals and reporting pathways
	1.12 Demonstrated ability to empower children in need of support
	1.13 Demonstrated ability to undertake follow up activities

		1.14 Demonstrated ability to document child welfare programmes
2.	Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3.	Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4.	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

CONDUCT CASE MANAGEMENT

UNIT CODE: COD/OS/SW/CR/11/6/A

UNIT DESCRIPTION

This unit describes the competencies required to conduct case management. It involves initiating case management process, creating client confidence, identifying client's problems/needs, developing case management plan, mobilizing case management resources and executing case management plan. It also entails conducting case management follow up and monitoring, evaluating case management outcomes, preparing case management report, disengaging case management process and finalizing or referring case management.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Initiate case management process	1.1 Cases are categorized a per SOPs 1.2 Casework for each category is formulated as per legal implications 1.3 Case management for each category is developed as per organization policy 1.4 Public awareness is carried out as per organization policy
2. Create client confidentiality.	2.1 ***Intake session*** is conducted as per SOPs 2.2 The intake report is prepared as per organization policy
3. Identify Clients Problems/Needs	3.1 Relevant assessment tools are developed as per SOPs 3.2 Assessment is conducted and analyzed as per organization policy 3.3 Report is prepared as per organization policy

4. Develop Case Management Plan	4.1 Client's needs are identified as per organization policy 4.2 Intervention measures are formulated as per SOPs 4.3 Clients roles are identified based on the intervention measures 4.4 Resource required are identified based on the case 4.5 Timelines is established based on intervention measures
5. Mobilize Case Management Resources	5.1 Mapping relevant stakeholders is conducted as per organization policy 5.2 Resources among stakeholders are identified as per organization policy 5.3 Stakeholder's directory is created as per organization policy 5.4 Planning and review meetings are conducted as per organization policy
6. Execute Case Management Plan	6.1 Case management planning meeting is conducted as per organisation policy 6.2 Case management resources are allocated as per organisation policy 6.3 Case management plan is implemented based on the resources allocated
7. Conduct Case Management follow up and monitoring	7.1 Case management review plan progress is monitored as per organisation policy 7.2 Case management review meetings are conducted as per organisation policy 7.3 Progress reports are prepared as per organisation policy 7.4 Recommendations are implemented as per SOPs

8.Evaluate case management outcomes	8.1 Case management evaluation plan is developed as per organisation policy
	8.2 Case management evaluation tools are developed as per organisation policy
	8.3 Administration of case management evaluation tools is done as per organisation policy
	8.4 Case management analysis of information gathered is carried out as per organisation policy
	8.5 Case management evaluation report is prepared as per organisation policy
9. Prepare case management report	9.1 Relevant information is gathered as per organisation policy
	9.2 Financial report is prepared based on the gathered information
	9.3 Final case management report is compiled as per organisation policy
	9.4 Final reports are shared depending on the cases under management
10.Disengage case management process	10.1 The exit strategy is formulated based on each case
	10.2 The exit strategy is implemented as per organisation policy
	10.3 Review of the exit strategy is carried out as per organisation strategy
	10.4 Report is prepared as per organisation strategy
11. Finalize or refer case management	11.1 Termination session is conducted as per SOPs
	11.2 Individual plan is reviewed as per organisation policy
	11.3 Referral is recommended based on the case under management

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Intake session may include but not limited to:	• Create a rapport • Request for client background information • Presenting problem • Explanation of the processes and procedures • Identify and manage expectation

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology

- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to identify and categorise cases
	1.2 Demonstrated ability to develop a case management plan
	1.3 Demonstrated ability to conduct public awareness
	1.4 Demonstrated ability to conduct intake session
	1.5 Demonstrated ability to develop and administer assessment tools
	1.6 Demonstrated ability to prepare reports
	1.7 Demonstrated ability to develop intervention measures
	1.8 Demonstrated ability to establish timelines and resources for case management
	1.9 Demonstrated ability to map relevant stakeholders
	1.10 Demonstrated ability to create stakeholder's directory
	1.11 Demonstrated ability to plan and conduct meetings
	1.12 Demonstrated ability to conduct case management follow up and review
	1.13 Demonstrated ability to develop case management evaluation plan
	1.14 Demonstrated ability to develop and administer case evaluation tools
	1.15 Demonstrated ability to formulate, implement and review an exit strategy
	1.16 Demonstrated ability to conduct a termination session
	1.17 Demonstrated ability to conduct case management referrals

2.	Resource Implications	The following resources MUST be provided:
		  2.1 A functional office
		  2.2 Fully equipped simulated operations training office

3.	Methods of Assessment	Competency may be assessed through:
		  3.1 Written tests
		  3.2 Interview
		  3.3 Oral questioning
		  3.4 Observation
		  3.5 Third party report

4.	Context of Assessment	Competency may be assessed:
		  4.1 On-the-job
		  4.2 Off-the –job
		  4.3 During Industrial attachment

5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

MANAGE COMMUNITY-BASED GROUPS

UNIT CODE: COD/OS/SW/CR/12/6/A

UNIT DESCRIPTION

This unit describes the competencies required to manage community-based groups. It involves identifying target group, mobilizing target group, planning group meeting, organizing group leadership, developing group objectives, planning group activities, carrying out capacity assessment and carrying out group activities. It also entails monitoring, evaluating and documenting group activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range.***
1. Identify target group	1.1 Contact with social development officer is established as per SOPs. 1.2 ***Assessment tools*** are developed as per organization policy 1.3 Assessment tools are administered as per organization policy. 1.4 Assessment report is prepared as per the organization policy. 1.5 Target group is identified as per organization policy 1.6 Project area for a new group is identified as per organization policy 1.7 Gender assessment is done as per SOPs 1.8 Problem analysis is done as per organization policy 1.9 Recruitment of new members is carried out as per organization policy

2. Mobilize target group	2.1 **Key contact person** is identified as per organization policy 2.2 Sensitization of most key important person is conducted as per organization policy 2.3 Mobilization plan is implemented as per organization policy 2.4 Registration of members is done as per organization policy
3. Plan group meetings	3.1 Agenda is prepared as per SOPs 3.2 Date of the meetings is set as per the group regulations 3.3 Venue of the meeting is identified and confirmed based on availability 3.4 **Meeting notice and invitations** are issued to members as per organization policy 3.5 Group guidelines are established as per objectives 3.6 Meeting is conducted as per group guidelines 3.7 Minutes of the meeting are compiled as per SOPs 3.8 Meeting minutes are shared as per organization policy
4. Organize group leadership	4.1 Group leadership positions are established by members as per organization policy 4.2 Roles of each position are defined as per organization policy 4.3 Tenure of office is determined as the group rules 4.4 Elections are conducted as per the group by laws 4.5 Orientation of elected leaders is done as per the set group rules 4.6 Assumption of office is done as per the group rules
5. Develop group objectives	5.1 Problem analysis is conducted as per organization policy 5.2 **Objectives** are developed in line with identified problem 5.3 Objectives are documented as per organization policy

6. Plan group activities	6.1 Activities are developed in line with set objectives.
	6.2 Resources required for each activity are identified as per the set objectives
	6.3 Activity implementation plan is developed as per organization policy
	6.4 Implementation task force is established as per organization policy
7. Capacity assessment	7.1 *Capacity assessment tools* are developed as per SOPs
	7.2 Capacity assessment is conducted based on the developed tools
	7.3 Results are analyzed as per SOPs
	7.4 Reports is prepared as per SOPs
	7.5 Feedback meeting is held as per organization policy
	7.6 Capacity building plan is developed as per organization policy
	7.7 Capacity building plan is implemented as per organization policy
	7.8 The capacity building plan is monitored and reviewed as per organization policy
8. Carryout group activities	8.1 Resources needed are mobilized as per organization policy
	8.2 Resources are allocated as per organization policy
	8.3 Activity plan is executed/ implemented as per organization policy
	8.4 Activity progress report is prepared as per organization policy
9. Monitor group activities	9.1 Monitoring tools are developed as per SOPs
	9.2 Monitoring team is established as per organization policy
	9.3 Monitoring is conducted based on the tools developed
	9.4 Monitoring report is prepared and shared as per organization policy
	9.5 Activity review is done when necessary

10. Evaluate group activities.	10.1 Evaluation plan, tools and team are established as per organisation policy 10.2 Evaluation is conducted as per the set tools 10.3 Evaluation report is prepared and shared as per organisation policy 10.4 Recommendations are reviewed as per organization policy 10.5 Group activities are reviewed where necessary. 10.6 Performance of group is established as per organization policy
11. Document group activities	11.1 Documentation tools are prepared as per organization policy 11.2 Documentation plan prepared as per the organization policy. 11.3 Documentation procedures are identified as per SOPs 11.4 Documentation analysis is conducted as per the organization policy 11.5 Documents are stored as per organisation policy

RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Assessment tools may include but not limited to:	• Activities of the group • Contact of the group • Year of registration • Type of the group • Name of the group. • Group membership
2. Key contact person may include but not limited to:	• Community leaders • Community workers • Religious leaders • Political leaders

3. Capacity assessment tools may include but not limited to:	Organization capacity
	PESTEL
	SWOT
	By laws
4. Meeting notice and invitations may include but not limited to:	Dates
	Venue
	Time
	Agenda
5. Objectives may include but not limited to:	Specific
	Measurable
	Achievable
	Realistic
	Time bound

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment

- Social work practices and interventions
- Social research and research methods
- Group dynamics
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1.Critical aspects of competency	Assessment requires evidences that the candidate:
	1.1 Demonstrated ability to establish contacts with the social development officer
	1.2 Demonstrated ability to develop and administer assessment tools
	1.3 Demonstrated ability to prepare reports
	1.4 Demonstrated ability to identify target group for a project
	1.5 Demonstrated ability to carry out gender assessment
	1.6 Demonstrated ability to identify key contact persons in a group project
	1.7 Demonstrated ability to carry out sensitization, mobilization and registration of new group members
	1.8 Demonstrated ability to conduct meetings
	1.9 Demonstrated ability to establish group leadership positions and roles
	1.10 Demonstrated ability to conduct group elections
	1.11 Demonstrated ability to develop group objectives
	1.12 Demonstrated ability plan group activities
	1.13 Demonstrated ability to conduct capacity

	assessment
	1.14 Demonstrated ability to implement group activities
	1.15 Demonstrated ability to monitor group activities
	1.16 Demonstrated ability to develop and administer evaluation tools
	1.17 Demonstrated ability to document group activities
2. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report

4. Context of Assessment	Competency may be assessed:
	   4.1 On-the-job
	   4.2 Off-the –job
	   4.3 During Industrial attachment

5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.