

COMPETENCY STANDARD

FOR

Employability Skill Practitioner

ASQF Level 1

Draft Version 1.0

Table of Contents

• Speaking at Workplace	3
• Communicate using Writing at Workplace	5
• Communicate Using Non-Verbal Communication at Workplace	7
• Self-Presentation at Workplace	9
• Effective Selling Techniques	11
• Apply Negotiation at Workplace	13
• Apply Time and task management	15
• Apply Self Development	17
• Building Self-Awareness for Personal and Professional Growth	19
• Personal Health, Hygiene, and Grooming for Workplace Success	21
• Effective Teamwork and Collaboration	23
• Effective Problem Solving and Decision Making	25
• Building Strong Customer Relationships	27
• Understanding and Implementing Quality Standards	29
• Achieving Results through Effective Planning and Execution	31
• Adapting and Thriving in a Changing Environment	33
• Building Financial Well-being	35
• Building Workplace Awareness	37
• Practice Ethical in Workplace	39
• Developing an Entrepreneurial Mindset	41

Unit Title	Speaking at Workplace
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to communicate effectively in a variety of workplace contexts, including one-on-one, group, and presentation situations. It covers planning, preparing, delivering, and evaluating oral communication.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Communication: Basics and Importance	1.1. Understand the role of effective communication in the workplace. 1.2. Identify different communication styles and their impact. 1.3. Explain the importance of clear and concise communication.
2. Basic English Workplace Communication	2.1. Use appropriate vocabulary and grammar for workplace communication. 2.2. Communicate effectively in different workplace settings 2.3. Adapt communication style to suit different audiences and purposes.
Range of variables	
Variables	Range (may include but not limited to)
1. Communication Context	1.1. One-on-one, group, presentation
2. Audience	2.1. Internal, external, diverse backgrounds
3. Purpose	3.1. Inform, persuade, collaborate
4. Communication Channel	4.1. Face-to-face, telephone, video conference
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to communicate effectively in a variety of workplace contexts, using appropriate language and adapting to different audiences.
2. Underpinning knowledge	2.1. Communication theory, English grammar and vocabulary, workplace etiquette.
3. Underpinning Skills	3.1. Active listening, critical thinking, problem-solving, adaptability, time management.

4. Underpinning Attitudes	4.1. Professionalism, confidence, respect for diversity, commitment to continuous improvement.
5. Resource Implications	5.1. Training materials, practice opportunities, feedback mechanisms.
6. Methods of Assessment	6.1. Role-plays, presentations, case studies, observation, written assessments.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Communicate using Writing at Workplace
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to communicate effectively in writing in a variety of workplace contexts. It covers planning, writing, and editing written communication.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Construct Meaningful Sentences	1.1. Use clear and concise language. 1.2. Avoid grammatical errors and awkward sentence structures. 1.3. Use appropriate vocabulary and tone.
2. Write Effective Emails	2.1. Format emails appropriately 2.2. Write clear and concise email messages. 2.3. Use appropriate tone and language based on the recipient. 2.4. Proofread emails for errors before sending.
3. Understand Personal Experiences and Thoughts	3.1. Express personal thoughts, experiences, and opinions clearly and concisely. 3.2. Use appropriate language and vocabulary to convey meaning. 3.3. Organize thoughts and ideas logically.
4. Write Effective Notes	4.1. Take accurate and concise notes during meetings or presentations. 4.2. Organize notes effectively for future reference. 4.3. Use note-taking techniques to improve comprehension.
5. Write for a Purpose	5.1. Identify the purpose of the written communication. 5.2. Tailor the content and style to the target audience and purpose. 5.3. Structure the written communication effectively
6. Write Effective Emails	6.1. Format emails appropriately 6.2. Write clear and concise email messages. 6.3. Use appropriate tone and language based on the recipient. 6.4. Proofread emails for errors before sending.

7. Write Effective Resumes and Reports	7.1. Format resumes and reports according to industry standards. 7.2. Highlight relevant skills and experience in a clear and concise manner. 7.3. Tailor resumes and reports to specific job applications. 7.4. Proofread resumes and reports for errors.
8. Write an Effective Summary	8.1. Format resumes and reports according to industry standards. 8.2. Highlight relevant skills and experience in a clear and concise manner. 8.3. Tailor resumes and reports to specific job applications. 8.4. Proofread resumes and reports for errors.
Range of variables	
Variables	Range (may include but not limited to)
1. Document Type	1.1. Emails, memos, reports, letters, proposals
2. Audience	2.1. Internal, external, diverse backgrounds
3. Purpose	3.1. Inform, persuade, request, report
4. Communication Channel	4.1. Email, letter, report, memo, digital platforms
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to write effectively in a variety of workplace contexts, using clear, concise, and appropriate language.
2. Underpinning knowledge	2.1. Writing process, grammar, punctuation, spelling, style guides, document formatting.
3. Underpinning Skills	3.1. Information gathering, critical thinking, problem-solving, attention to detail, time management.
4. Underpinning Attitudes	4.1. Professionalism, accuracy, attention to detail, commitment to clarity.
5. Resource Implications	5.1. Writing tools, style guides, reference materials.
6. Methods of Assessment	6.1. Written assignments, portfolios, case studies, observation.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Communicate Using Non-Verbal Communication at Workplace
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to communicate effectively using non-verbal cues in a variety of workplace contexts. It covers understanding non-verbal communication, active listening, and applying these skills in professional settings.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Non-verbal Communication	1.1. Identify and interpret various non-verbal cues 1.2. Analyze the impact of non-verbal communication on interpersonal interactions. 1.3. Adapt non-verbal behavior to suit different cultural and workplace contexts.
2. Active Listening	2.1. Demonstrate effective listening skills by maintaining eye contact, avoiding interruptions, and providing feedback. 2.2. Summarize and paraphrase information to show understanding. 2.3. Ask clarifying questions to seek further information.
Range of variables	
Variables	Range (may include but not limited to)
1. non-verbal cues	1.1. non-verbal cues
2. Workplace Context	2.1. Office, remote work, customer service, team meetings, presentations
3. Communication Channel	3.1. Face-to-face, video conferencing, telephone
4. Cultural Context	4.1. Domestic, international, diverse workforce
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to effectively use and interpret non-verbal cues, and practice active listening in workplace settings.
2. Underpinning knowledge	2.1. Non-verbal communication theories, body language, facial expressions, active listening

	techniques, cultural differences.
3. Underpinning Skills	3.1. Observation, interpretation, empathy, active listening, communication, cultural awareness.
4. Underpinning Attitudes	4.1. Professionalism, respect, openness, adaptability, continuous learning.
5. Resource Implications	5.1. Training materials, practice opportunities, feedback mechanisms.
6. Methods of Assessment	6.1. Role-plays, simulations, observations, written assessments.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Self-Presentation at Workplace
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Making a Great First Impression	1.1. Importance of a good first impression Ways to create a positive first impression 1.2. Mindset behind always making a good first impression
2. Excelling at Interviews	2.1. Effective Performance Techniques to perform well Ways to be confident 2.2. Speaking with politeness and respect Documents to carry to the interview venue
3. Rocking the Group Discussion	3.1. Effective participation in group discussions 3.2. Preparation for group discussions 3.3. Communication of thoughts
4. Prepare for Interview: Gaining Confidence	4.1. Be clear and confident about what to expect on the day of the interview 4.2. Be confident and act gracefully at the venue to create a good impression on everyone.
5. Prepare for Interview	5.1. Be prepared for the interview as per the readiness checklist. 5.2. Be confident and ready with answers to the different ques ons that the interviewer may ask. 5.3. Be aware of how to conclude the interview, while staying calm and composed. 5.4. Be clear about what to expect next, how to follow-up, 5.5. and accept the outcome with grace and a posi ve outlook. 5.6. Be prepared and feel confident before the first interview.
Range of variables	
Variables	Range (may include but not limited to)
1. Workplace Context	1.1. Corporate, small business, non-profit, government
2. Industry	2.1. Diverse industries (e.g., technology, healthcare, finance)

3. Job Levels	3.1. Entry-level, management, leadership
4. Cultural Context	4.1. Domestic, international, diverse workforce
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to effectively present oneself, build relationships, and excel in interview and group settings.
2. Underpinning knowledge	2.1. Personal branding, interview techniques, group dynamics, communication skills, self-confidence.
3. Underpinning Skills	3.1. Self-awareness, communication, interpersonal skills, problem-solving, adaptability.
4. Underpinning Attitudes	4.1. Professionalism, confidence, positive outlook, teamwork, continuous learning.
5. Resource Implications	5.1. Training materials, practice opportunities, career counseling, networking events.
6. Methods of Assessment	6.1. Role-plays, simulations, presentations, portfolios, self-reflection.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Effective Selling Techniques
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to effectively communicate with customers and potential customers to understand their needs and promote products or services. It covers building rapport, product knowledge, and sales techniques.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Communicate Effectively to Gain Acceptance	1.1. Accurate and correct delivery of the message 1.2. Correct recommendation using the appropriate technique 1.3. Rapport and trust-building 1.4. Obstacles in gaining acceptance
2. Compare Features and Benefits of Products & Services	2.1. Comparison of features Parameters of comparison 2.2. Importance of gathering information 2.3. Common mistakes when making comparisons
Range of variables	
Variables	Range (may include but not limited to)
1. Sales Environment	1.1. Retail, wholesale, business-to-business, business-to-consumer
2. Products/Services	2.1. Tangible goods, services, complex products
3. Customers	3.1. Individual, business, diverse demographics
4. Sales Channels	4.1. In-person, telephone, online
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to build rapport, understand customer needs, effectively communicate product information, and handle objections.
2. Underpinning knowledge	2.1. Sales process, customer psychology, product knowledge, sales techniques, objection handling.
3. Underpinning Skills	3.1. Communication, interpersonal skills, problem-solving, negotiation, product knowledge.
4. Underpinning Attitudes	4.1. Customer focus, persistence, enthusiasm, integrity, self-confidence.
5. Resource Implications	5.1. Sales training materials, product information, CRM

	systems, sales tools.
6. Methods of Assessment	6.1. Role-plays, simulations, customer interactions, sales presentations, written assessments.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Apply Negotiation at Workplace
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to effectively negotiate in various workplace contexts. It covers negotiation planning, strategies, communication, and relationship building.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Prepare for Negotiation	1.1. Define negotiation goals and objectives. 1.2. Identify potential negotiation issues and develop strategies. 1.3. Gather and analyze information about the negotiation parties.
2. Conduct Effective Negotiation	2.1. Establish rapport and build trust with the other party. 2.2. Use effective communication and listening skills. 2.3. Employ various negotiation tactics and strategies. 2.4. Manage conflict and reach mutually beneficial agreements.
Range of variables	
Variables	Range (may include but not limited to)
1. Negotiation Context	1.1. Internal, external, cross-functional
2. Negotiation Stakes	2.1. Low, medium, high
3. Negotiation Parties	3.1. Individuals, teams, organizations
4. Negotiation Styles	4.1. Competitive, collaborative, accommodating, avoiding, compromising
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to plan, prepare, and conduct effective negotiations to achieve desired outcomes.
2. Underpinning knowledge	2.1. Negotiation theory, negotiation styles, communication skills, conflict resolution, relationship building.
3. Underpinning Skills	3.1. Analysis, planning, communication, interpersonal skills, problem-solving.

4. Underpinning Attitudes	4.1. Flexibility, adaptability, persistence, integrity, respect.
5. Resource Implications	5.1. Negotiation training materials, case studies, role-playing scenarios.
6. Methods of Assessment	6.1. Role-plays, simulations, case studies, written assessments, presentations.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Apply Time and task management
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to effectively plan, prioritize, and manage tasks within a specified timeframe. It covers time management techniques, task prioritization, and organizational skills.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Plan and Manage Tasks Within a Timeline	1.1. Set clear goals and objectives for tasks. 1.2. Break down tasks into smaller, manageable steps. 1.3. Develop and maintain a schedule or timeline for task completion. 1.4. Monitor progress and adjust plans as needed.
2. Plan, Prioritize, and Manage Tasks	2.1. Identify and prioritize tasks based on importance and urgency. 2.2. Allocate appropriate time for each task. 2.3. Delegate tasks when possible and appropriate. 2.4. Manage interruptions and distractions effectively.
Range of variables	
Variables	Range (may include but not limited to)
1. Work Environment	1.1. Office, remote, field-based
2. Task Complexity	2.1. Simple, complex, repetitive
3. Timeframes	3.1. Short-term, long-term, deadlines
4. Resources	4.1. Technology, tools, personnel
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to plan, prioritize, and manage tasks efficiently to meet deadlines.
2. Underpinning knowledge	2.1. Time management techniques, task prioritization methods, organizational skills, goal setting.
3. Underpinning Skills	3.1. Planning, organization, problem-solving, time management, adaptability.
4. Underpinning Attitudes	4.1. Self-discipline, focus, flexibility, proactivity, accountability.
5. Resource Implications	5.1. Time management tools, planning software, organizational supplies.

6. Methods of Assessment	6.1. Time management assessments, task planning exercises, observation, self-reflection.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Apply Self Development
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to identify personal and professional development needs, set goals, and implement strategies for continuous improvement.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Positive Attitude	1.1. Identify personal strengths and weaknesses. 1.2. Develop a growth mindset and positive attitude. 1.3. Practice self-care and stress management techniques.
2. Set and Achieve Goals	2.1. Define clear and achievable personal and professional goals. 2.2. Develop action plans to achieve goals. 2.3. Monitor progress and adjust plans as needed. 2.4. Celebrate achievements and learn from setbacks.
Range of variables	
Variables	Range (may include but not limited to)
1. Development Areas	1.1. Personal, professional, career
2. Goal Setting	2.1. Short-term, long-term, SMART goals
3. Development Strategies	3.1. Learning, training, coaching, mentoring, networking
4. Evaluation Methods	4.1. Self-assessment, performance reviews, feedback
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to identify development needs, set goals, and implement strategies for personal and professional growth.
2. Underpinning knowledge	2.1. Self-awareness, goal setting, time management, motivation, learning styles.
3. Underpinning Skills	3.1. Self-reflection, problem-solving, planning, organization, adaptability.
4. Underpinning Attitudes	4.1. Proactive, committed, resilient, open-minded, lifelong learning.

5. Resource Implications	5.1. Development tools, coaching, mentoring, training opportunities.
6. Methods of Assessment	6.1. Self-reflection, goal-setting plans, portfolios, presentations.
7. Context of Assessment	7.1. Workplace or personal development setting.

Unit Title	Building Self-Awareness for Personal and Professional Growth
Unit Code	AMC-XXXXX
Nominal Hours	24 Hours
Unit Descriptor	This unit describes the skills and knowledge required to develop self-awareness and understand personal strengths, weaknesses, values, and motivations. It covers self-reflection, emotional intelligence, and building resilience.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Know Yourself	1.1. Identify personal values, beliefs, and motivations. 1.2. Assess personal strengths and weaknesses. 1.3. Understand emotional intelligence and its impact on behavior. 1.4. Identify personal learning styles and preferences.
2. Self Confidence and Resilience	2.1. Build self-esteem and self-confidence. 2.2. Develop resilience to handle challenges and setbacks. 2.3. Set personal and professional goals based on self-awareness.
Range of variables	
Variables	Range (may include but not limited to)
1. Development Context	1.1. Personal, professional, academic
2. Self-Assessment Tools	2.1. Personality assessments, interest inventories
3. Development Activities	3.1. Coaching, mentoring, workshops, self-study
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to plan, write, and edit effective written communication in a variety of workplace contexts.
2. Underpinning knowledge	2.1. Writing process, audience analysis, document formatting, grammar, punctuation, spelling, style guides.
3. Underpinning Skills	3.1. Information gathering, critical thinking, problem-solving, attention to detail, time management.

4. Underpinning Attitudes	4.1. Professionalism, accuracy, attention to detail, commitment to clarity.
5. Resource Implications	5.1. Writing tools, style guides, reference materials.
6. Methods of Assessment	6.1. Written assignments, portfolios, case studies, observation.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Personal Health, Hygiene, and Grooming for Workplace Success
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to maintain personal health, hygiene, and grooming standards appropriate for the workplace. It covers basic first aid, personal care practices, and understanding the importance of a healthy lifestyle.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Basic First Aid	1.1. Recognize common workplace injuries and illnesses. 1.2. Perform basic first aid procedures (e.g., CPR, wound care, shock treatment). 1.3. Utilize available first aid equipment and supplies.
2. Personal Health, Hygiene, and Grooming	2.1. Maintain good personal hygiene and grooming habits. 2.2. Understand the importance of nutrition and exercise for overall health. 2.3. Practice healthy lifestyle habits
Range of variables	
Variables	Range (may include but not limited to)
1. Workplace Environment	1.1. Office, industrial, healthcare, customer-facing
2. Health and Safety Regulations	2.1. Industry-specific, government regulations
3. Personal Care Products	3.1. Variety of products available
4. lifestyle habits	4.1. sleep, stress management
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to provide basic first aid, maintain personal hygiene, and understand the importance of overall health.
2. Underpinning knowledge	2.1. First aid procedures, hygiene practices, nutrition, exercise, disease prevention.

3. Underpinning Skills	3.1. First aid administration, personal care, time management, self-care.
4. Underpinning Attitudes	4.1. Health consciousness, responsibility, hygiene awareness, teamwork.
5. Resource Implications	5.1. First aid kits, hygiene products, training materials.
6. Methods of Assessment	6.1. Practical demonstrations, written assessments, case studies, role-plays.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Effective Teamwork and Collaboration	
Unit Code	AMC-XXXXX	
Nominal Hours	20 Hours	
Unit Descriptor	This unit describes the skills and knowledge required to work effectively as a team member and contribute to team success. It covers team dynamics, conflict resolution, collaboration, and stakeholder management.	
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables	
1. Work Effectively in a Team	1.1. Contribute actively to team goals and objectives. 1.2. Build positive relationships with team members. 1.3. Share information and knowledge within the team. 1.4. Provide and receive feedback constructively.	
2. Conflict Management: An Introduction	2.1. Identify potential sources of conflict within a team. 2.2. Apply conflict resolution strategies to address issues. 2.3. Maintain positive relationships during conflict resolution.	
3. Collaborate to Achieve Team Goals	3.1. Contribute to team decision-making processes. 3.2. Coordinate tasks and responsibilities with team members. 3.3. Share workload and responsibilities equitably.	
4. Build Effective Relationships with Stakeholders	4.1. Understand the roles and expectations of stakeholders. 4.2. Communicate effectively with stakeholders. 4.3. Build and maintain positive relationships with stakeholders.	
Range of variables		
Variables	Range (may include but not limited to)	
1. Team Structure	1.1. Cross-functional, virtual, project-based	
2. Organizational Culture	2.1. Collaborative, competitive, hierarchical	
3. Conflict Types	3.1. Interpersonal, intergroup, task-related	
4. Stakeholder Types	4.1. Internal, external, customers, suppliers	
Evidence Guide		
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency		
1. Critical aspects of competency	1.1. Ability to work effectively in a team, manage conflict, collaborate, and build relationships with	

	stakeholders.
2. Underpinning knowledge	2.1. Team dynamics, conflict resolution strategies, communication skills, stakeholder management.
3. Underpinning Skills	3.1. Collaboration, problem-solving, negotiation, interpersonal skills, adaptability.
4. Underpinning Attitudes	4.1. Teamwork, respect, empathy, open-mindedness, flexibility.
5. Resource Implications	5.1. Team building activities, conflict resolution training, communication tools.
6. Methods of Assessment	6.1. Role-plays, simulations, group projects, self-reflection, peer feedback.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Effective Problem Solving and Decision Making
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to identify, analyze, and solve problems effectively. It covers critical thinking, creative thinking, decision-making, and problem-solving methodologies.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Introduction to Critical Thinking	1.1. Define critical thinking and its importance in problem-solving. 1.2. Identify problem-solving steps and processes. 1.3. Analyze information and data to identify problems.
2. Introduction to Creative Thinking	2.1. Define creativity and its role in problem-solving. 2.2. Generate ideas and solutions through brainstorming and other techniques. 2.3. Overcome obstacles and challenges in the creative process.
3. Creative Thinking: Apply Design Thinking	3.1. Understand the design thinking process. 3.2. Apply design thinking to identify user needs and develop solutions. 3.3. Create prototypes and test solutions.
4. Decision Making: Respond Effectively to a Situation	4.1. Evaluate options and make informed decisions. 4.2. Consider potential consequences and risks of decisions. 4.3. Implement decisions and monitor outcomes.
Range of variables	
Variables	Range (may include but not limited to)
1. Problem Complexity	1.1. Simple, complex, open-ended
2. Decision Making Context	2.1. Individual, team, organizational
3. Problem-Solving Techniques	3.1. Brainstorming, SWOT analysis, root cause analysis
4. Decision-Making Models	4.1. Rational, intuitive, bounded rationality
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	

1. Critical aspects of competency	1.1. Ability to identify, analyze, and solve problems effectively using critical thinking, creative thinking, and decision-making skills.
2. Underpinning knowledge	2.1. Problem-solving models, decision-making frameworks, creative thinking techniques, critical thinking skills.
3. Underpinning Skills	3.1. Analysis, evaluation, decision-making, creativity, problem-solving.
4. Underpinning Attitudes	4.1. Open-mindedness, curiosity, resilience, adaptability, risk-taking.
5. Resource Implications	5.1. Problem-solving tools, training materials, case studies.
6. Methods of Assessment	6.1. Case studies, simulations, group projects, presentations, portfolios.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Building Strong Customer Relationships
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to understand customer needs, build strong relationships, and deliver exceptional customer experiences. It covers customer segmentation, social media engagement, effective communication, and customer relationship management.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Types of Customer	1.1. Identify different customer segments and their needs. 1.2. Tailor communication and service delivery to specific customer segments.
2. Benefits and Dangers of Social Networking Platforms	2.1. Utilize social media platforms to engage with customers. 2.2. Monitor social media for customer feedback and sentiment. 2.3. Respond to customer inquiries and complaints on social media.
3. Responding Effectively to Customers and building rapport	3.1. Establish rapport and trust with customers. 3.2. Actively listen to customer needs and preferences. 3.3. Deliver excellent customer service experiences. 3.4. Resolve customer issues and complaints effectively.
4. Make Presentations	4.1. Develop engaging presentations focused on customer needs. 4.2. Deliver effective presentations to different customer audiences. 4.3. Use visuals and storytelling to enhance presentations.
5. Identify Your Customer	5.1. Conduct customer research and analysis. 5.2. Create customer personas to represent target customer segments. 5.3. Use customer data to inform business decisions.
Range of variables	
Variables	Range (may include but not limited to)
1. Customer Types	1.1. Consumer, business-to-business, internal customers

2. Industries	2.1. Retail, services, technology, healthcare
3. Communication Channels	3.1. In-person, phone, email, social media
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to understand and meet customer needs, build strong relationships, and deliver exceptional customer experiences.
2. Underpinning knowledge	2.1. Customer segmentation, customer journey mapping, customer relationship management, social media marketing, sales techniques.
3. Underpinning Skills	3.1. Communication, interpersonal skills, problem-solving, empathy, adaptability.
4. Underpinning Attitudes	4.1. Customer focus, service orientation, teamwork, continuous improvement.
5. Resource Implications	5.1. Customer relationship management software, social media tools, training materials.
6. Methods of Assessment	6.1. Role-plays, simulations, customer interactions, presentations, written assessments.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Understanding and Implementing Quality Standards	
Unit Code	AMC-XXXXX	
Nominal Hours	20 Hours	
Unit Descriptor	This unit describes the skills and knowledge required to understand quality principles and their impact on organizational performance. It covers quality concepts, error prevention, and continuous improvement.	
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables	
1. Introduction to Quality	1.1.	Define quality and its importance in organizations.
	1.2.	Explain different quality standards and certifications
	1.3.	Identify the role of quality in customer satisfaction.
2. Understand the Impact of Errors	2.1.	Identify potential sources of errors in processes and products.
	2.2.	Assess the impact of errors on customers and the organization.
	2.3.	Implement error prevention strategies.
Range of variables		
Variables	Range (may include but not limited to)	
1. Industry Sector	1.1.	Manufacturing, service, healthcare, etc.
2. Organizational Size	2.1.	Small, medium, large
3. Quality Standards	3.1.	ISO 9001, Six Sigma, Lean
4. Error Types	4.1.	Human error, system failures, process variations
Evidence Guide		
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency		
1. Critical aspects of competency	1.1.	Understanding quality concepts, identifying potential errors, and contributing to quality improvement.
2. Underpinning knowledge	2.1.	Quality management principles, quality tools, error prevention techniques, customer satisfaction.
3. Underpinning Skills	3.1.	Problem-solving, analysis, attention to detail, teamwork, communication.
4. Underpinning Attitudes	4.1.	Customer focus, continuous improvement, quality mindset.
5. Resource Implications	5.1.	Quality manuals, training materials, quality management software.

6. Methods of Assessment	6.1. Written assessments, case studies, presentations, practical exercises.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Achieving Results through Effective Planning and Execution
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to set clear goals, develop effective plans, and achieve desired outcomes. It covers result orientation, goal setting, task prioritization, and performance measurement
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Introduction to Result Orientation	1.1. Define result orientation and its importance in the workplace. 1.2. Explain the concept of key performance indicators. 1.3. Identify the link between individual and organizational goals.
2. Plan Tasks to Achieve Goals	2.1. Set SMART goals. 2.2. Develop action plans to achieve goals. 2.3. Prioritize tasks based on importance and urgency. 2.4. Monitor progress and make necessary adjustments.
Range of variables	
Variables	Range (may include but not limited to)
1. Work Environment	1.1. Office, remote, field-based
2. Goal Types	2.1. Personal, team, organizational
3. Timeframes	3.1. Short-term, long-term
4. Performance Metrics	4.1. Quantitative, qualitative
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to set clear goals, develop effective plans, and achieve desired outcomes.
2. Underpinning knowledge	2.1. Goal setting, time management, performance management, planning techniques.
3. Underpinning Skills	3.1. Planning, organization, problem-solving, decision-making, time management.
4. Underpinning Attitudes	4.1. Commitment, focus, perseverance, accountability, results-orientation.
5. Resource Implications	5.1. Performance management tools, project

	management software, training materials.
6. Methods of Assessment	6.1. Goal-setting plans, progress reports, performance evaluations, self-reflection.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Adapting and Thriving in a Changing Environment	
Unit Code	AMC-XXXXX	
Nominal Hours	20 Hours	
Unit Descriptor	This unit describes the skills and knowledge required to effectively respond to and manage change in a workplace environment. It covers change management principles, personal adaptability, and organizational resilience.	
Elements of Competency	Performance Criteria	
	<u>Bold and Underlined</u> terms are elaborated in the Range of Variables	
1. Understand and Adjust to Change	1.1.	Identify the nature and scope of organizational change.
	1.2.	Assess the impact of change on individuals and teams.
	1.3.	Develop strategies to manage personal and professional change.
2. Develop a Change-Resilient Mindset	2.1.	Cultivate a positive attitude towards change.
	2.2.	Build resilience to overcome challenges and setbacks.
	2.3.	Embrace new opportunities and learning experiences.
Range of variables		
Variables	Range (may include but not limited to)	
1. Change Type	1.1.	Organizational restructuring, technological advancements, market changes
2. Organizational Culture	2.1.	Change-oriented, resistant to change
3. Individual Roles	3.1.	Employees, managers, leaders
4. Change Management Approaches	4.1.	Top-down, bottom-up, collaborative
Evidence Guide		
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency		
1. Critical aspects of competency	1.1.	Ability to understand, adapt to, and thrive in a changing environment.
2. Underpinning knowledge	2.1.	Change management theories, organizational behavior, resilience, adaptability.
3. Underpinning Skills	3.1.	Problem-solving, communication, adaptability, resilience, time management.

4. Underpinning Attitudes	4.1. Flexibility, open-mindedness, growth mindset, positive outlook.
5. Resource Implications	5.1. Change management training, coaching, support networks.
6. Methods of Assessment	6.1. Case studies, simulations, role-plays, self-reflection, presentations.
7. Context of Assessment	7.1. Workplace or simulated workplace environment.

Unit Title	Building Financial Well-being
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to manage personal finances effectively. It covers financial literacy concepts, budgeting, and money management strategies.
Elements of Competency	Performance Criteria
	<u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Gain Financial Literacy	1.1. Understand basic financial concepts 1.2. Identify different financial products and services 1.3. Evaluate financial risks and opportunities.
2. Introduction to Money Management	2.1. Create a personal financial statement 2.2. Develop a spending plan 2.3. Track income and expenses to monitor financial health.
3. Create a Budget	3.1. Set financial goals 3.2. Allocate income to different spending categories. 3.3. Adjust budget based on changes in income or expenses.
Range of variables	
Variables	Range (may include but not limited to)
1. Income Levels	1.1. Low, middle, high
2. Financial Goals	2.1. Saving, investing, debt repayment, retirement
3. Financial Products	3.1. Savings accounts, checking accounts, credit cards, loans
4. Financial Challenges	4.1. Debt management, emergency funds, financial planning
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to manage personal finances effectively through budgeting, saving, and making informed financial decisions.
2. Underpinning knowledge	2.1. Financial concepts, budgeting principles, financial products, risk management.
3. Underpinning Skills	3.1. Financial planning, budgeting, record-keeping, decision-making.

4. Underpinning Attitudes	4.1. Financial responsibility, goal setting, saving habits.
5. Resource Implications	5.1. Financial calculators, budgeting tools, financial planning software.
6. Methods of Assessment	6.1. Budget creation, financial analysis, case studies, role-plays.
7. Context of Assessment	7.1. Personal finance, workplace, or community setting.

Unit Title	Building Workplace Awareness	
Unit Code	AMC-XXXXX	
Nominal Hours	20 Hours	
Unit Descriptor	This unit describes the skills and knowledge required to understand the workplace environment, identify career opportunities, and align personal goals with organizational values. It covers cultural fitment, industry trends, organizational structure, and job search strategies.	
Elements of Competency	Performance Criteria	
	<u>Bold and Underlined</u> terms are elaborated in the Range of Variables	
5. Cultural Fitment & Gender Diversity	5.1.	Understand the importance of cultural diversity in the workplace.
	5.2.	Adapt to different workplace cultures and norms.
	5.3.	Demonstrate awareness of gender equality and diversity.
6. Identify and Align with High-growth Sectors	6.1.	Research industry trends and emerging sectors.
	6.2.	Identify career opportunities within high-growth sectors.
	6.3.	Align personal skills and interests with industry demands.
7. Organizational Structure and Values	7.1.	Understand the organizational structure and hierarchy.
	7.2.	Identify key stakeholders and their roles.
	7.3.	Align personal values with organizational values.
8. Searching and Applying for Relevant Job	8.1.	Research job openings and requirements.
	8.2.	Prepare effective resumes and cover letters.
	8.3.	Interview effectively and follow up with employers.
Range of variables		
Variables	Range (may include but not limited to)	
1. Industry Sectors	1.1.	Technology, healthcare, finance, manufacturing, etc.
2. Organizational Cultures	2.1.	Hierarchical, flat, collaborative, entrepreneurial
3. Job Search Methods	3.1.	Online job boards, networking, direct applications
4. Career Stages	4.1.	Entry-level, mid-career, senior-level
Evidence Guide		
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency		

1. Critical aspects of competency	1.1. Ability to understand workplace dynamics 1.2. identify career opportunities 1.3. align personal goals with organizational values.
2. Underpinning knowledge	2.1. Organizational culture 2.2. industry trends 2.3. job search strategies 2.4. career development.
3. Underpinning Skills	3.1. Research 3.2. Networking 3.3. Communication 3.4. self-assessment 3.5. adaptability.
4. Underpinning Attitudes	4.1. Professionalism, curiosity 4.2. open-mindedness 4.3. continuous learning.
5. Resource Implications	5.1. Career development resources 5.2. networking tools 5.3. job search platforms.
6. Methods of Assessment	6.1. Case studies 6.2. role-plays 6.3. presentations 6.4. self-reflection 6.5. portfolios.
7. Context of Assessment	7.1. Workplace or simulated workplace environment. 7.2. Online Environment

Unit Title	Practice Ethical in Workplace	
Unit Code	AMC-XXXXX	
Nominal Hours	20 Hours	
Unit Descriptor	This unit describes the skills and knowledge required to understand ethical principles and apply them to workplace situations. It covers ethical frameworks, decision-making, and ethical behavior.	
Elements of Competency	Performance Criteria	
	<u>Bold and Underlined</u> terms are elaborated in the Range of Variables	
1. Understand Ethical Frameworks	1.1.	Identify and explain different ethical theories and principles.
	1.2.	Analyze <u>ethical dilemmas</u> and make informed decisions.
	1.3.	Apply ethical principles to <u>Organizational Culture</u> .
2. Demonstrate Ethical Behavior	2.1.	Adhere to organizational ethical codes and policies.
	2.2.	Act with <u>Personal Values</u> in all workplace interactions.
	2.3.	Report unethical behavior and misconduct.
Range of variables		
Variables	Range (may include but not limited to)	
1. Ethical Dilemmas	1.1.	Conflicts of interest, bribery, discrimination, workplace harassment
2. Organizational Culture	2.1.	Ethical, unethical, ambiguous
3. Industry Standards	3.1.	Ethical codes and regulations
4. Personal Values	4.1.	Individual beliefs and morals
Evidence Guide		
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency		
1. Critical aspects of competency	1.1.	Ability to understand ethical principles
	1.2.	make ethical decisions
	1.3.	demonstrate ethical behavior in the workplace.
2. Underpinning knowledge	2.1.	Ethical theories
	2.2.	ethical decision-making frameworks
	2.3.	organizational ethics
	2.4.	professional codes of conduct.
3. Underpinning Skills	3.1.	Critical thinking
	3.2.	problem-solving
	3.3.	communication

	3.4. conflict resolution 3.5. decision-making.
4. Underpinning Attitudes	4.1. Integrity 4.2. Honesty 4.3. Fairness 4.4. Respect 4.5. responsibility.
5. Resource Implications	5.1. Ethical guidelines 5.2. training materials 5.3. case studies.
6. Methods of Assessment	6.1. Case studies 6.2. role-plays 6.3. simulations 6.4. written assessments 6.5. self-reflection.
7. Context of Assessment	7.1. Workplace or simulated workplace environment. 7.2. Online Environment

Unit Title	Developing an Entrepreneurial Mindset
Unit Code	AMC-XXXXX
Nominal Hours	20 Hours
Unit Descriptor	This unit describes the skills and knowledge required to cultivate an entrepreneurial mindset. It covers the basics of entrepreneurship, opportunity recognition, creativity and innovation, risk-taking, and competitive analysis.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Introduction to Entrepreneurship	1.1. Define entrepreneurship and its characteristics. 1.2. Understand the role of entrepreneurs in economic development. 1.3. Identify common entrepreneurial myths and misconceptions.
2. Recognise Opportunity	2.1. Identify market needs and opportunities. 2.2. Conduct market research to validate ideas. 2.3. Evaluate the feasibility of entrepreneurial ventures.
3. Creativity & Innovation	3.1. Generate creative ideas for new products or services. 3.2. Think critically and problem-solve effectively. 3.3. Embrace a risk-taking mindset.
4. Taking risk as entrepreneur	4.1. Understand the risks associated with entrepreneurship. 4.2. Develop strategies to manage risk. 4.3. Make informed decisions in uncertain environments.
5. Competition Analysis	5.1. Analyze competitors' strengths, weaknesses, and market positioning. 5.2. Develop a competitive advantage for your business. 5.3. Monitor industry trends and competitor activities.
Range of variables	
Variables	Range (may include but not limited to)
1. Industry Sectors	1.1. Technology 1.2. Retail 1.3. Services 1.4. Manufacturing
2. Business Models	2.1. Traditional 2.2. Online 2.3. Hybrid

3. Market Conditions	3.1. Competitive 3.2. Monopolistic 3.3. oligopolistic
4. Risk Tolerance	4.1. High 4.2. Medium 4.3. Low
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	1.1. Ability to identify opportunities 1.2. think creatively 1.3. take calculated risks 1.4. develop a competitive advantage.
2. Underpinning knowledge	2.1. Entrepreneurship theory 2.2. market analysis 2.3. innovation techniques 2.4. risk management.
3. Underpinning Skills	3.1. Problem-solving 3.2. Creativity 3.3. decision-making 3.4. critical thinking 3.5. adaptability.
4. Underpinning Attitudes	4.1. Risk-taking 4.2. Perseverance 4.3. Passion 4.4. self-belief 4.5. continuous learning.
5. Resource Implications	5.1. Entrepreneurial resources 5.2. networking opportunities 5.3. mentorship programs.
6. Methods of Assessment	6.1. Case studies 6.2. Simulations 6.3. business plans 6.4. presentations 6.5. self-reflection.
7. Context of Assessment	7.1. Simulated workplace or entrepreneurial ventures. 7.2. Online Assessment