STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

HUMAN RESOURCE SUPPORT SERVICES
LEVEL 2

JPK

Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

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Standard Practice

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILL STANDARD (NOSS) FOR;
HUMAN RESOURCE SUPPORT SERVICES - LEVEL 2

1. INTRODUCTION

The Standard Practice and Standard Content are part of the NOSS document which is developed together with the Training Manual and Internship Manual to complete the whole NOSS.

This document only covers competency standard for levels 2. This reviewed NOSS shows the structured career path of the group in the Human Resource Management field of Malaysian industry. It provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately facilitating him or her to embark on a career in this industry.

The rational for the revision of this NOSS is to attract industry and training sectors towards a flexible, dynamic and responsive skills accreditation systems in a way to support the industrial needs. The NOSS with new format and development process shall be used as a guide to keep current training programs up to date and abreast with the Human Resource Management science and technology.

2. OCCUPATIONAL STRUCTURE

This NOSS provides first hand information to employees and employers regarding the Human Resource Support Services Level 2 functions and working environment. This NOSS also provides a career path and employment development for those involved in this profession.

Consequently, the development of this NOSS at Level 2 (*Refer Figure 1.1 Occupational Framework matrix for Human Resource Management and figure 1.2 Occupational Area analysis (OAA) Chart for Human Resource Management – Human Resource Support Services Support Services)* is essential so that the sub sector of the industry will have complete standards and guidelines to be used.

OCCUPATIONAL STRUCTURE CHART
FIELD: Human Resource Management

LEVEL	OCCUPATION							
8	CEO / Scientist							
7	Human Resource General Manager						Managing Consultant	
6	Human Resource Manager						HR Consultant	
5	EER Manager	Staffing Manager	C&B Manager	HCD Manager	Security Manager	OSH Manager	Associate HR Consultant	Project Admin Manager
4	EER Executive	Staffing Executive	C&B Executive	HCD Executive	Security Superintendant	OSH Officer	HR Data Analysts	Finance & Account Executive
3	Human Resource Supervisor			HCD Supervisor	Security Officer	OSH Supervisor	HR Data Officer	Service Help Desk Officer
2	Human Resource Assistant			HCD Assistant	Security Team Leader	OSH Asst	NA	HR Consulting Front Line Assistant
1	Human Resource Junior Assistant				Security Guard	OSH Junior Asst	NA	NA
HR FUNCTIONS	Employee-Employer Relations (EER)	Staffing	Compensation & Benefits (C&B)	Human Capital Development (HCD)	Internal Security	Occupational Safety & Health (OSH)	Human Resource Consulting	

Figure 1.1 Occupational Framework matrix for Human Resource Management – Human Resource Assistant Level 2.

OCCUPATIONAL AREA STRUCTURE
FIELD: Human Resource Management

LEVEL	OCCUPATIONAL AREA							
8	CEO / Scientist							
7	Human Resource General Management						HR Consulting	
6								
5	Employee-employer Relations Management.	Staffing Manage-ment	C&B Manage-ment	HCD Manage-ment	Security Manage-ment	OSH Manage-ment	HR Consulting	HR Consulting Office Manage-ment
4							HR Data Analysis	
3	Human Resource Support Services			HCD Support Services	Security Support Services	OSH Support Services	HR Data Processing	HR consulting Sup. Svcs
2							NA	
1	NA							

HR FUNCTIONS	Employee-Employer Relations (EER)	Staffing	Compensation & Benefits (C&B)	Human Capital Development (HCD)	Internal Security	Occupational Safety & Health (OSH)	Human Resource Consulting

Figure 1.2 Occupational Area Structure (OAS) Chart for Human Resource Management

3. DESCRIPTION OF COMPETENCY LEVEL

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

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

4. MALAYSIAN SKILL CERTIFICATION

The pre-requisite for Sijil Kemahiran Malaysia (SKM) Human Resource Management support services Level 2 program is the ability to read & write and basic arithmetic.

Candidates after being assessed, verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 1, 2 and 3 as for Level 4 and 5 shall be awarded with Diploma Kemahiran Malaysia and Diploma Lanjutan Kemahiran Malaysia respectively.

This NOSS outlines competency units, competency profile and curriculum of competency units in the Human Resource Support Services Level 2 working environment as required by the industry and has been analyzed, developed and documented by the selected industrial expert panel. To meet the requirements of this industry, it is imperative that the competency units, competency profile and curriculum of competency units outlined to follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency units, competency profile and curriculum of competency units must be conducted. The training & assessment of a Human Resource Support Services Level 2 must be deployed in accordance with JPK policy and in adherence to relevance business policy and legislations.

5. JOB COMPETENCIES

A human resource support service level 2 is competent in performing:

- Data processing activities
- Human resource filing systems implementation
- Corporate communication support service activities
- Training support service activities
- Employee welfare support service activities
- Employment support service activities
- Foreign employment support service activities.

6. WORKING CONDITIONS

The incumbent for this position belongs to the front line group of the organisation. Generally an effective Human Resource Support Services level 2 demonstrates strong clerical qualities. Effective time management and interpersonal abilities will lead to successful Human Resource Support Services which will subsequently contribute to the overall success of the organisation.

Like other Human Resource Management functions, the Human Resource Support Services activities must uphold the goals and vision of the organisation. This requires the incumbent to have basic knowledge of the business of the organisation.

As an individual member in the organization, they must continuously support planned change program in the organisation to ensure that the firm is constantly relevant to its business environment. The responsibility is to ensure that the Human Resource Support Services runs smoothly, thus the organization productivity increase to make

human resource management a critical and challenging function. This requires an incumbent that is creative, initiative, proactive, informative and sensitive to the organisation's business environment. Timeliness is also a main criterion that cannot be overlooked or neglected in the life of a successful Human Resource Support Services personnel.

The incumbents of these jobs will also interact with external parties. Therefore, upholding the image of the organisation is part of their responsibilities.

7. EMPLOYMENT PROSPECTS

The future of Human Resource Support Services function will be directly influenced by the needs of the Human Resource Management field in all sectors. Business and non-business organisations in the world will always demand for competent Human Resource Management personnel which include Human Resource Support Services. The close interrelation between the Human resource function and other Human Resource Management functions makes it easy to shape and develop the incumbent for this position to carry other functions in Human Resource Management field. This enlarges the career scope of Human Resource Support Services personnel.

Ever since entrepreneurs and managers start viewing workers as a "valuable resources" or "social capital", Human Resource Management has become a major discipline in organisational management. This has strengthened the positions of the practitioners of this field in the industry. The creation of human resource research as one of the main activities in this field has increased its awareness towards its environmental changes. Thus this field is highly relevant and potential to be ahead of its time. The increase and strengthening of human resource discipline in higher educational institutions have proven that demand for professionals in this field is increasing. The field of Human Resource Management is crucial in all economic conditions. It is required during the economic boom where recruitment and training of workers become a priority. And it is also needed during the economic recession where industrial relations issues become the main focus. Human resource functions are required directly to all of these situations and processes.

Entrepreneurs, industrialist and researchers have labelled the Human Resource Management function as part of critical business function. The importance of the Human Resource Management field has opened up a wider and richer career options. Employees at lower level have the opportunity to rise up to higher level positions when the Human Resource Management department expands. Experienced support service personnel in this field also will have the opportunity to rise up to supervisory management levels.

8. SOURCES OF ADDITIONAL INFORMATION

Local

- **Kementerian Sumber Manusia Malaysia**
  Aras 6-9 Blok D3, Kompleks D,
  Pusat Pentadbiran Kerajaan Persekutuan, 62530 Putrajaya

- **Malaysian Institute of Human Resource Management,**
  No. K1&2, Upper Ground Floor, Bangunan Khas, Jln 8/1E,
  Petaling Jaya, Selangor DE.   **www.mihrm.com.my**

- **National Industrial Experts and Technologists Council**
  18, Jln Desa Satu, Taman Universiti, Sg.Tangkas,
  43000 Kajang, Selangor DE. Malaysia.

- **Malaysian Association of Human Resource Consultants**
  Lot 301 Block A, Glomac Business Centre,
  10 Jalan SS6/3, Kelana Jaya, 47301 Petaling Jaya,
  Selangor, Malaysia

- **OHRM Consult Sdn Bhd.**
  22-4-1 Diamond Square, Jln 4/50 Off Jln Gombak,
  53000 Kuala Lumpur.

International

- International Labor Organization
  4 route des Morillons , CH-1211 Genève 22 Switzerland
  Switchboard: +41 (0) 22 799 6111 Fax: +41 (0) 22 798 8685
  Website: **http://www.ilo.org**   E-mail: **ilo@ilo.org**

9. APPROVAL DATE

The National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on ……………………………….2013

10. ACKNOWLEDGEMENT

10.1 This Standard has been circulated to the respective industry for two weeks for validation and feedback. The list of companies that have received the draft are as follow;

i) **Malaysian Institute of Human Resource Management (MIHRM)**
K2, Upper Ground Floor,Bangunan Khas, Jln 8/1E,
46050 Petaling Jaya, Selangor DE.

ii) **National Industrial Experts and Technologists Council (NIETEC)**
18, Jln Desa Satu, Taman Universiti, Sg.Tangkas,
43000 Kajang, Selangor DE. Malaysia.

iii) **Malaysian Association of Human Resource Consultants**
Lot 301 Block A, Glomac Business Centre,
10 Jalan SS6/3, Kelana Jaya, 47301 Petaling Jaya,
Selangor, Malaysia

iv) **OHRM Consult Sdn Bhd.**
22-4-1 Diamond Square, Jln 4/50 Off Jln Gombak,
53000, Kuala Lumpur.

    v)   **Atlan Holdings Bhd,**
        16th.Flr, Menara Atlan, 161B, Jln Ampang, 50450 Kuala Lumpur.

10.2 This Standard was presented in the Council of Malaysian Institute of Human Resource Management special meeting (MIHRM) on 19 November 2012 The MIHRM Council believes that the standard content is in accordance with the industry practice and fulfils the latest practice of human resource management requirement. This standard will be able to support and strengthen the practitioners' professionalism in this field.

10.3 To meet the development process requirement, this standard has been presented to and reviewed by the following members of the Standard Technical Evaluation Committee (STEC) on 11 August 2012 and 05 November 2012 to ensure the suitability and accuracy of its contents:

    i)   MR. ARESANDIRAN J.
    ii)   DR. HENRY YEOH CHEW HAI
    iii)   PN. NOOR SALINA BINTI HJ SHAHMAINAN

10.4 The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

11. NOSS DEVELOPMENT COMMITTEE MEMBERS
HUMAN RESOURCE SUPPORT SERVICE   LEVEL 2

PANEL		
1.	DR. TM CARLTON @ LOBO LEO	HR Consultant - Prospect Link Training Consultant, Petaling Jaya, Selangor DE.
2.	PN. Hjh. ZAKIAH BINTI ABDULLAH	Director – Human Resource & Administration OHRM Consult Sdn Bhd. Kuala Lumpur.
3.	Mr. YEAK SU OO	Sr.Manager - Human Resource Management Pantai Medivest Sdn Bhd. Kuala Lumpur
4.	PN. SITI NORHIZAH BINTI MAT ISA	Sr.Manager - Human Resource & Admin. PKNS Infra Berhad., Petaling Jaya.
5.	EN.BADROL HISHAM BIN HASHIM	Director DKL RAYA SDN BHD. Kuala Lumpur
6.	EN. SYAMSUL AMRI ABDULLAH	Sr.Manager, THP Sinar Sdn Bhd. Kuala Lumpur.
7.	EN. WAN IMRAN RASHOMON BIN WAN MOHD ISA	Human Resource Manager Sheraton Hotel, Kuala Lumpur.
8.	PN. SYAFIRA BINTI SARAPOL	Human Resource Manager Kinetics Systems Malaysia Sdn Bhd. Shah Alam.
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FACILITATOR		
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CO-FACILITATOR		
1.	EN. FARIS ASYRAF BIN MARZUKI	Director - Legitimate Project Management Sdn Bhd, Kajang, Selangor DE.
2.	CIK NORITA BINTI ADNAN	Consultant Brainwork Solutions, B.B.Bangi, Selangor DE.
3.	EN. HAZIQ ASYRAF BIN MARZUKI	Legitimate Project Management Sdn Bhd. Kajang, Selangor DE.

PROOF READER		
1.	**Cik NUR KIASATINA BINTI MARZUKI** *B.Arch.Sc.(Hons) IIUM, B.Architecture (Hons)* *IIUM, Cert.Translation ITNM.* *Cert.Japanese Lang. (UM), Arabic Lang.(IIUM).*	Project Director/ Architect OHRM Consult Sdn Bhd., Kuala Lumpur.

12. GLOSSARY

Coaching: is a powerful alliance designed to forward and enhance the lifelong process of human learning, effectiveness and fulfilment. It is a method of directing, instructing and training a person or group of people, with the aim to achieve some goal or develop specific skills.

Collective Bargaining; is defined under section 2 of the Industrial Relation Act 1967 to mean negotiating with a view to the conclusion of a collective agreement.

Collective Agreement: an agreement in writing concluded between an employer or a trade union of employers on the one hand and a trade union of workmen on the other relating to the terms and conditions of employment and work of workmen or concerning relations between such parties

Conciliation: Conciliation is a process in which parties to a dispute, with the assistance of a neutral third party (the conciliator), identify the disputed issues, develop options, consider alternatives and endeavour to reach a resolution by agreement. The process is strictly confidential between the parties.

Conflict: A process that begins when one party perceives that another party has negatively affected, or is about to negatively affect , something that the first party cares about.

Counseling: is a conversational process that can be instrumental in the development of skills that help employees effectively confront and cope with uncertainties and conflicts.

Critical Incidents Method: a techniques that requires written records to be kept of highly favorable and highly unfavorable actions that occur in an employee's work.

Culture: the set of values, guiding beliefs, understandings, and ways of thinking that is shared by members of an organization and is taught to new memebers as correct.

Employee referral program: is an internal recruitment method employed by organizations to identify potential candidates from their existing employee's social networks. This scheme encourages a company's existing employees to select and recruit the suitable candidates from their social networks. As a reward, the employer typically pays the referring employee a referral bonus.

Employment pass: is type of work pass granted to foreign professionals with suitable qualifications and experience.

Exempt staff or exempt employee is an employee who falls outside of the definition of employee by the Employment Act 1955. Exempt employees are most often found in managerial, supervisory, professional, administrative, and functional leadership roles.

Expatriate: An expatriate (in abbreviated form, expat) is someone who has chosen to live in a country other than the one in which he or she legally resides.

External equity: A condition which exists when pay for employees performing jobs in a firm that is comparable to that of similar jobs in other firms.

Grievance: means any discontentment or dissatisfaction in an employee arising out of anything related to the enterprise where he/she is working. It arises when an employee feels that something has happened or is going to happen which is unfair, unjust or inequitable.

Industrial Action: Any form of coordinated action in an industrial dispute by employees, with or without the support of a trade union, that seeks to force employers to agree to their demands relating to wages, terms of employment, working conditions etc

Internal equity: A condition which exists when employees performing jobs for a company are paid according to their job's relative value within that organization.

Job Bidding: A technique that permits individuals in the organization who believe that they possess the required qualifications to apply for the posted job.

Job analysis: The systematic process of determining the duties and skills required for performing jobs in an organization.

Job Posting: A procedure for communication to company employees the fact that job openings exist.

Job Description: A document that provides information regarding the tasks and responsibilities of the job.

Job Specification: The minimum acceptable qualifications that a person should possess to perform a job.

Key Performance Indicator: A Key Performance Indicator (KPI) is a critical measurement of the performance of essential tasks, operations, or processes. A KPI will usually unambiguously reveal conditions or performance that is outside the norm and that signals a need for managerial intervention

Labor turnover: Ratio of number of employees that leave a firm through attrition, dismissal, or resignation during a period to the number of employees on payroll during the same period. It is the rate at which an employer gains and losses employees. Simple ways to describe it are "how long employees tend to stay" or "the rate of traffic through the revolving door." Turnover is measured for individual companies and for their industry as a whole.

Learning organization: An organization in which everyone is engaged in identifying and solving problems, enabling the organization to continuously experiment, improve, and increase its capability.

Logistics: The procurement, maintenance, distribution, and replacement of personnel and material.

Objective: is a goal characterized by a comparatively short time span and specific, measurable achievements,

Organization Design: Is a formal, guided process for integrating the people, information and technology of an organization. It is used to match the form of the organization as closely as possible to the purpose(s) the organization seeks to achieve. Through the design process, organizations act to improve the probability that the collective efforts of members will be successful.

Organization Development: a collection of planned-change interventions, built on humanistic-democratics values, that seek to improve organizational effectiveness and employee well-being.

Performance Appraisal: A system that provides a periodic review and evaluation of an individual's job performance.

Performance Dashboard; Performance dashboard is a management tool to gauge performance and progress toward business goals. Dashboards can be designed and developed to address a wide range of objectives, from monitoring the viability of a global organization's business strategy, to keeping a check on a department's ability to achieve service-level targets.

Performance Gaps . The difference between the objectives established in the goal-formulation process and the result likely to be achieved if the existing strategy is continued.

Situational analysis A situational analysis defines and interprets the state of the environment of a person or organization. A situational analysis describes an organization's competitive position, operating and financial condition and general state of internal and external affairs.

Standard Costing system: is a tool for planning budgets, managing and controlling costs, and evaluating cost management performance. At the end of the accounting period, the actual amounts and costs of direct material used and the actual amounts and pay rates of direct labour utilized are compared to the previously set standards. Comparing the actual costs to the standard costs and examining the variances between them allows managers to look for ways to improve cost control, cost management, and operational efficiency.

Strategy: the current set of plans, decisions and objectives that have been adopted to achieve the organization's goals.

Trade dispute is defined under section 2 of the Industrial Relations Act, 1967 and Section 2 of the Trade Unions Act 1959 as any dispute between an employer and his workmen which is connected with the employment or non-employment or the terms of employment or the conditions of work of any such workmen.

Work Permit: is a generic term for a legal authorization which allows a person to take employment. It is most often used in reference to instances where a person is given permission to work in a country where one does not hold citizenship.

COMPETENCY PROFILE CHART (CPC)

SECTOR	BUSINESS MANAGEMENT		
SUB-SECTOR	HUMAN RESOURCE MANAGEMENT		
JOB AREA	HUMAN RESOURCE SUPPORT SERVICE		
JOB LEVEL	TWO (2)	JOB AREA CODE	FB-070-2:2013

COMPETENCY ◄——————— COMPETENCY UNIT ———————►

CORE

DATA PROCESSING ACTIVITIES	HUMAN RESOURCE FILING SYSTEMS IMPLEMENTATION	CORPORATE COMMUNICATION SUPPORT SERVICE ACTIVITIES	TRAINING SUPPORT SERVICE ACTIVITIES
FB-070-2:2013-C01	FB-070-2:2013-C02	FB-070-2:2013-C03	FB-070-2:2013-C04

EMPLOYEE WELFARE SUPPORT SERVICE ACTIVITIES	EMPLOYMENT SUPPORT SERVICE ACTIVITIES
FB-070-2:2013-C05	FB-070-2:2013-C06

ELECTIVE

FOREIGN EMPLOYMENT SUPPORT SERVICE ACTIVITIES
FB-070-2:2013-E01

13

COMPETENCY PROFILE (CP)

Sub Sector	HUMAN RESOURCE MANAGEMENT
Job Area	HUMAN RESOURCE SUPPORT SERVICES
Level	Two (2)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Data Processing Activities	FB-070-2:2013-C01	This competency unit describes the skills, knowledge and attitude requirements in data processing activities. The role of data processing activities personnel is to support HR data processing functions in order to achieve human resource depart-mental objectives. The person who is competent in data processing activities will be able to prepare HR correspondence documents, prepare HR non correspondence documents, carry out employee remune-ration data entry and carry out HR Administration data entry in__accordance with organisational requirements.	1. Prepare HR correspondence Documents 2. Prepare HR non-Correspondence documents.	1.1 Job instruction and requirements determined. 1.2 HR correspondence document preparation planned. 1.3 HR correspondence document preparation standard & procedure followed. 1.4 HR correspondence document preparation evaluated. 1.5 HR correspondence document preparation recorded. 2.1 Job instruction and requirements determined. 2.2 HR Non-Correspondence document preparation planned. 2.3 HR Non-Correspondence document preparation

		The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.		standard & procedure followed. 2.4 HR Non-Correspondence document preparation performance evaluated. 2.5 HR Non-Correspondence document preparation recorded.
			3. Carry out employee remuneration data entry	3.1 Job instruction and requirements determined. 3.2 Employee remuneration data entry activities planned. 3.3 Employee remuneration data entry standard & procedure followed. 3.4 Employee remuneration data entry performance evaluated. 3.5 Employee remuneration data entry recorded.
			4. Carry out HR Administration data entry.	4.1 Job instruction and requirements determined. 4.2 HR admin data entry planned. 4.3 HR admin data entry carried out. 4.4 HR admin data entry performance evaluated. 4.5 HR admin data entry recorded.

2. Human Resource Filing Systems Implementation	FB-070-2:2013-C02	This competency unit describes the skills, knowledge and attitude requirements in human resource filing systems implementation. The role of human resource filing systems implementation personnel is to support HR record management functions in order to achieve HR department objectives. The person who is competent in human resource filing systems implementation will be able to carry out HR document filing, carry out HR document retrieve and maintain HR filing systems in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.	1. Carry out HR document filing	1.1 Job instructions and requirements determined. 1.2 HR document filing activities planned. 1.3 HR document filing activities standard & procedure followed. 1.4 HR document filing activities performance evaluated. 1.5 HR document filing activities recorded.
			2. Carry out HR document retrieve	2.1 Job instruction and requirements determined. 2.2 HR Document file retrieve process planned. 2.3 HR file retrieve standard & procedure followed. 2.4 HR file retrieve performance evaluated. 2.5 HR file movement recorded.
			3. Maintain HR filing systems	3.1 Job instruction and requirements determined. 3.2 HR Document file maintenance system operated. 3.3 HR file maintenance standard & procedure followed. 3.4 HR file maintenance performance evaluated. 3.5 HR file maintenance recorded.

3. Corporate Communication Support Service activities	FB-070-2:2013-C03	This competency unit describes the skills, knowledge and attitude requirements in corporate communcation support service activities. The role of corporate communication support service personnel is to support corporate communication operation in order to achieve HR department objectives. The person who is competent in corporate communication support service activities will be able to prepare meeting facilities, carry out communication despatch arrangement, carry out internal documents circulation and handle employee suggestion in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.	1. Prepare meeting facilities	1.1 Job instruction and requirements determined. 1.2 Meeting facilities preparation activities planned. 1.3 Meeting facilities preparation carried out. 1.4 Meeting facilities preparation activities performance evaluated. 1.5 Meeting facilities preparation activities recorded.
			2. Carry out Communication despatch arrangement	2.1 Job instruction and requirements determined. 2.2 Communication despatch arrangement standard & procedure followed. 2.3 Communication despatch arrangement performance evaluated. 2.4 Communication despatch recorded.
			3. Carry out internal documents circulation	3.1 Job instruction and requirements determined 3.2 Internal documents circulation requirements obtained. 3.3 Internal documents circulation standard & procedure followed. 3.4 Internal documents circulation performance evaluated.

				3.5 Internal documents circulation recorded.
			4. Handle employee suggestion	4.1 Job instruction and requirements determined. 4.2 Employee suggestion program concept and requirements analyzed. 4.3 Employee suggestion rules and regulations examined. 4.4 Employee suggestion handling standard & procedure followed. 4.5 Employee suggestion recorded.
4. Training Support Service Activities.	FB-070-2:2013-C04	This competency unit describes the skills, knowledge and attitude requirements in training support service activities. The role of training support service personnel is to support training program implementation in order to achieve HR department objectives. The person who is competent in training support ser-vice activities will be able to prepare training facilities, carry out training material production and carry out resource	1. Prepare training facilities	1.1 Job instruction and requirements determined. 1.2 Training facilities preparation activities planned. 1.3 Training facilities preparation standard & procedure followed. 1.4 Training facilities preparation performance evaluated. 1.5 Training facilities preparation recorded.
			2. Carry out training material production	2.1 Job instruction and requirements determined. 2.2 Training material production activities planned. 2.3 Training material production

		centre support service in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.	3. Carry out resource centre support service	standard & procedure followed. 2.4 Training material production performance evaluated. 2.5 Training material production recorded. 3.1 Job instruction and requirements determined 3.2 Resource centre support service activities planned. 3.3 Resource centre support service standard & procedure followed. 3.4 Resource centre support service performance evaluated. 3.5 Resource centre support service recorded.
5. Employee Welfare Support Service Activities	FB-070-2:2013-C05	This competency unit describes the skills, knowledge and attitude requirements in employee welfare support service activities. The role of employee welfare support service personnel is to support employee welfare operational function in order to achieve HR departmental objectives.	1. Carry out employee transport administration support service.	1.1 Job instruction and requirements determined. 1.2 Employee transport administration support service activities planned. 1.3 Employee transport administration support service standard & procedure followed. 1.4 Employee transport administration support service performance evaluated. 1.5 Employee transport

		The person who is competent in employee welfare support service will be able to carry out employee transport administration support service, carry out employee accommodation admin support service, carry out employee event support service and carry out employee uniform admin support service in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.	2. Carry out employee accommodation admin support service.	administration support service recorded. 2.1 Job instruction and requirements determined. 2.2 Employee accommodation admin support service activities planned. 2.3 Employee accommodation admin support service standard & procedure followed. 2.4 Employee accommodation admin support service evaluated. 2.5 Employee accommodation admin support service recorded.
			3. Carry out employee event support service	3.1 Job instruction and requirements determined. 3.2 Employee event support service activities planned. 3.3 Employee event support service standard & procedure followed. 3.4 Employee event support service performance evaluated. 3.5 Employee event support service recorded.
			4. Carry out employee uniform admin support service	4.1 Job instruction and requirements determined. 4.2 Employee uniform admin

				support service activities planned. 4.3 Employee uniform admin support service standard & procedure followed. 4.4 Employee uniform admin support service performance evaluated. 4.5 Employee uniform admin support service recorded.
6. Employment Support Service Activities.	FB-070-2:2013-C06	This competency unit describes the skills, know-ledge and attitude require-ments in employ-ment sup-port service activi-ties. The role of employment support service personnel is to support personnel func-tions covering recruitment, selec-tion and hiring in order to achieve HR departmental objectives. The person who is compe-tent in employment support service activities will be able to carry out open recruitment campaign sup-port service, carry out job posting & Job bidding support service, carry out HR selection support ser-vice, carry out induction program support service and	1. Carry out open recruitment campaign support service 2. Carry out job posting & Job bidding support service	1.1 Job instruction and requirements determined. 1.2 Open recruitment campaign support service activities planned. 1.3 Open recruitment campaign support service standard & procedure followed. 1.4 Open recruitment campaign support service performance evaluated. 1.5 Record open recruitment campaign support service recorded. 2.1 Job instruction and requirements determined. 2.2 Job posting & Job bidding support service activities planned. 2.3 Job posting & Job bidding support service standard & procedure followed.

		carry out employment statutory documentation in accordance with related legislation and organisational requirement.	2.4 Job posting & Job bidding support service performance evaluated.
			2.5 Job posting & Job bidding support service recorded.
		The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.	3. Carry out HR selection support service
			3.1 Job instruction and requirements determined.
			3.2 HR selection support service activities planned.
			3.3 HR selection support service standard & procedure followed.
			3.4 HR selection support service performance evaluated.
			3.5 HR selection support service recorded.
		4. Carry out induction program support service	4.1 Job instruction and requirements determined.
			4.2 Induction program support service activities planned.
			4.3 Induction program support service standard & procedure followed.
			4.4 Induction program support service performance evaluated.
			4.5 Induction program support service recorded.
		5. Carry out employment statutory documentation.	5.1 Job instruction and requirements determined.
			5.2 Employment statutory documentation

				requirements determined. 5.3 Employment statutory documentation standard & procedure followed. 5.4 Employment statutory documentation performance evaluated. 5.5 Employment statutory documentation recorded.
7. Foreign Employment Support Service Activities.	FB-070-2:2013-E01	This competency unit describes the skills, knowledge and attitude requirements in foreign employment support service activities. The role of foreign employment support service personnel is to sup-port expatriate and foreign workers employment ma-nagement which cover rela-ted immigration rules, proce-dures, documentations and other requirements in order to achieve HR departmental objectives. The person who is compe-tent in foreign employment support service activities will be able to carry out foreign employee employment appli-cation support service, carry out employment pass ap-plication support service,	1. Carry out foreign employee employment application support service.	1.1 Job instruction and requirements determined. 1.2 Foreign employee employment application support service activities planned. 1.3 Foreign employee employment application support service standard & procedure followed. 1.4 Foreign employee employment application support service performance evaluated. 1.5 Foreign employee employment application support service recorded.
			2. Carry out employment pass application support service.	2.1 Job instruction and requirements determined. 2.2 Employment pass application support service activities planned.

		carry out work permit application support service, carry out employment pass & work permit cancellation support service in accordance with organisational requirement. The outcome of this CU is to meet occupational skills standard which incorporate the skills, knowledge and attitude to be delivered systematically.		2.3 Employment pass application support service standard and procedure followed. 2.4 Employment pass application support service performance evaluated. 2.5 Employment pass application support service recorded.
			3. Carry out work permit application support service.	3.1 Job instruction and requirements determined. 3.2 Work permit application support service activities planned. 3.3 Work permit application support service standard and procedure followed. 3.4 Work permit application support service performance evaluated. 3.5 Work permit application support service recorded.
			4. Carry out employment pass & work permit cancellation support service	4.1 Job instruction and requirements determined. 4.2 Employment pass & work permit cancellation support service activities planned. 4.3 Employment pass & work permit cancellation support service standard & procedure followed.

				4.4 Employment pass & work permit cancellation support service performance evaluated.
				4.5 Employment pass & work permit cancellation support service recorded.

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN RESOURCE SUPPORT SERVICES						
Competency Unit Title	DATA PROCESSING ACTIVITIES						
Learning Outcome	The person who is competent in this CU shall be able to provide data processing services in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : • Prepare HR correspondence Documents • Prepare HR non-Correspondence documents. • Carry out employee remuneration data entry • Carry out HR Administration data entry.						
Competency Unit ID	FB-070-2:2013-C01	Level	2	Training Duration	150 hours	Credit Hours	15

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare HR correspondence Documents	i. Job instruction and requirements. ii. HR Correspondence document preparation iii. HR Correspondence document preparation standard & procedure. iv. HR Correspondence document preparation evaluation				Lecture	• Job instruction and requirements ascertained. • HR Corresponde nce document

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. HR Correspondence document preparation record systems.					preparation plan drafted. • HR Corresponde nce document preparation standard & procedure followed. • HR Corresponde nce document preparation graded. • HR corresponde nce document preparation recorded.
		i. Determine job instruction and requirements. ii. Plan HR Correspon-dence document preparation iii. Follow HR Corres-pondence document preparation stan-dard & procedure iv. Evaluate HR Correspondence document preparation v. Record HR Corres-pondence document preparation.			Practical	
			Attitude: i. Meticulous in determining job instruction and requirements. ii. Objective focused in planning HR correspondence document preparation			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Faithful in following			
			iv. HR Correspondence document preparation standard & procedure			
			v. Factual in evaluating HR Correspondence document preparation			
			vi. Accurate in recording HR Correspondence document preparation.			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare HR non-Correspondence documents.	i. Job instruction and requirements. ii. HR Non-Correspondence document preparation planning. iii. HR Non-Correspondence document preparation standard & procedure. iv. HR Non-Correspondence document preparation evaluation v. HR Non-Correspondence document preparation record systems.				Lecture	☐ Job instruction and requirements ascertained. ☐ HR Non-Correspondence document preparation plan drafted. ☐ HR Non-Correspondence document preparation standard & procedure completed. ☐ HR Non-Correspondence document preparation performance graded. ☐ HR Non-Correspondence document preparation
		i. Determine job instruction and requirements. ii. Plan HR Non-Correspondence document preparation iii. Follow HR Non-Correspondence document preparation standard & procedure iv. Evaluate HR Non-Correspondence document preparation			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Record HR Non-Correspondence document preparation				recorded.
			Attitude: i. Meticulous in determining job instruction and requirements. ii. Objective focused in planning HR Non-Correspondence document preparation iii. Faithful in following HR Non-Correspondence document preparation standard & procedure iv. Factual in evaluating HR Non-Correspondence document preparation v. Accurate in recording HR Non-Correspondence document preparation *Safety:* i. Ensure confidential			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
3. Carry out employee remuneration data entry	i. Job instruction and requirements. ii. Employee remuneration data entry activities. iii. Employee remuneration data entry standard & procedure. iv. Employee remuneration data entry evaluation v. Employee remuneration data entry record				Lecture	• Job instruction and requirements ascertained. • Employee remuneration data entry activities plan drafted.. • Employee

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine job instruction and requirements. ii. Plan employee remuneration data entry activities. iii. Follow employee remuneration data entry standard & procedure. iv. Evaluate employee remuneration data entry v. Record employee remuneration data entry			Practical	remuneration data entry standard & procedure completed. • Employee remuneration data entry performance graded. • Employee remuneration data entry recorded.
			Attitude: i. Meticulous in determining job instruction and requirements. ii. Objective focused in planning employee remuneration data entry activities. iii. Faithful in following employee remuneration data entry standard & procedure. iv. Factual in evaluating employee remuneration data entry			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			v. Accurate in recording employee remuneration data entry			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			
4. Carry out HR Administration data entry.	i. Job instruction and requirements. ii. HR admin data entry planning iii. HR admin data entry process iv. HR admin data entry				Lecture	• Job instruction and requirements ascertained. • HR admin

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	performance evaluation v. HR admin data entry record.					data entry plan drafted. • HR admin data entry executed. • HR admin data entry performance graded. • HR admin data entry recorded.
		i. Determine job instruction and requirements. ii. Plan HR admin data entry iii. Carry out HR admin data entry iv. Evaluate HR admin data entry performance. v. Record HR admin data entry			Practical	
			Attitude: i. Meticulous in determining job instruction and requirements. ii. Objective focused in planning HR admin data entry iii. Precise in carrying out HR admin data entry iv. Factual in evaluating HR admin data entry performance. v. Accurate in recording HR admin data entry			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety: i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes. 01.03 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline

02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts 06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	8. Teamwork

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of raw data and draft of documents.	1:25 1:1 1:25
REFERENCES	

1. Margaret Rees-Boughton, Heinemann 1st.Ed. 1993, "RSA Typing and Word Processing Student's Book", ISBN 978-0435452100
2. Sheryl Lindsell- Roberts, Boston : Houghton Mifflin,1995, Mastering Computer Typing: A Painless Course for Beginners and Professionals, ISBN: 9780395714065
3. Dan Gookin, For Dummies, 1st.Ed. 2010, Word 2010 For Dummies ISBN 978-0470487723
4. Online Conferences Ltd, Online Conferences, 1978, "Advanced data entry techniques" ISBN: 9780903796347

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT							
Job Area	HUMAN RESOURCE SUPPORT SERVICES							
Competency Unit Title	HUMAN RESOURCE FILING SYSTEMS IMPLEMENTATION							
Learning Outcome	The person who is competent in this CU shall be able to provide human resource filing services in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : • Carry out HR document filing • Carry out HR document retrieve • Maintain HR filing systems							
Competency Unit ID	FB-070-2:2013-C02	Level	2	Training Duration	50 hours	Credit Hours	5

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out HR document filing	i. Job instructions and requirements. ii. HR document filing activities planning. iii. HR document filing activities standard & procedure. iv. HR document filing activities evaluation. v. HR document filing activities record systems.				Lecture	• Job instructions and requirements ascertained. • HR document filing activities plan drafted.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine job instructions and requirements. ii. Plan HR document filing activities. iii. Follow HR document filing activities standard & procedure. iv. Evaluate HR document filing activities performance. v. Record HR document filing activities			Demonstration, Observation and Practical	• HR document filing activities standard & procedure completed. • HR document filing activities performance graded. • HR document filing activities recorded.
			Attitude: i. Meticulous in determining job instructions and requirements. ii. Objective focused in planning HR document filing activities. iii. Faithful in following HR document filing activities standard & procedure. iv. Factual in evaluating HR document filing activities performance.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			v. Accurate in recording HR document filing activities *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
2. Carry out HR document retrieve	i. Job instruction and requirements. ii. HR Document file retrieve system. iii. HR file retrieve standard & procedure. iv. HR file retrieve				Lecture	• Job instruction and requirements ascertained. • HR

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	performance evaluation. v. HR file movement record systems.					Document file retrieve process plan drafted.
		i. Determine job instruction and requirements. ii. Plan HR Document file retrieve process. iii. Follow HR file retrieve standard & procedure. iv. Evaluate HR file retrieve performance. v. Record HR file movement.			Practical	☐ HR file retrieve standard & procedure completed. ☐ HR file retrieve performance graded. ☐ HR file movement recorded.
			Attitude: i. Meticulous in deter-mining job instruction and requirements. ii. Objective focused in planning HR Document file retrieve process. iii. Faithful in following HR file retrieve standard & procedure. iv. Factual in evaluating HR file retrieve performance. v. Accurate in record HR file movement.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety: i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
3. Maintain HR filing systems	i. Job instruction and requirements. ii. HR Document file maintenance system. iii. HR file maintenance procedure. iv. HR file maintenance performance evaluation. v. HR file maintenance record systems.				Lecture	• Job instruction and requirements ascertained. • HR Document file maintenance

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine Job instruction and requirements. ii. Operate HR Document file maintenance system. iii. Follow HR file maintenance standard & procedure. iv. Evaluate HR file maintenance performance. v. Record HR file maintenance.			Practical	system executed. • HR file maintenance standard & procedure completed. • HR file maintenance performance graded. • HR file maintenance recorded.
			Attitude: i. Meticulous in determining Job instruction and requirements. ii. Timely in operating HR document file maintenance system. iii. Faithful in following HR file maintenance standard & procedure. iv. Factual in evaluating HR file maintenance performance. v. Accurate in recording			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			HR file maintenance. *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office.			

Employability Skills

Core Abilities	Social Skills
01.04 Identify and gather information 01.05 Document information, procedures or processes. 01.06 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills

02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts 06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of HR document files	1:25 1:1 1:25
REFERENCES	
- Michael J. D. Sutton, John Wiley & Sons, 1996, Document management for the enterprise: principles, techniques, and applications, ISBN: 9780471147190 - Jeffrey Robert Stewart, Glencoe, 1995 Professional Records Management, ISBN: 9780028010281 - Denise Robitaille, Paton Press LLC, 2005, Document Control: A simple Guide To Managing Documentation, ISBN: 1-932828-03-6	

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN RESOURCE SUPPORT SERVICES						
Competency Unit Title	CORPORATE COMMUNICATION SUPPORT SERVICE ACTIVITIES						
Learning Outcome	The person who is competent in this CU shall be able to provide corporate communication support service in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : • Prepare meeting facilities • Carry out communication despatch arrangement • Carry out internal documents circulation • Handle employee suggestion						
Competency Unit ID	FB-070-2:2013-C03	Level	2	Training Duration	50 hours	Credit Hours	5

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare meeting facilities	i. Job instruction and requirements ii. Meeting facilities preparation iii. Meeting facilities preparation procedure. iv. Meeting facilities preparation evaluation. v. Meeting facilities preparation record systems.				Lecture	• Job instruction and requirements ascertained. • Meeting facilities preparation activities plan drafted.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine Job instruction and requirements ii. Plan meeting facilities preparation activities iii. Carry out meeting facilities preparation. iv. Evaluate meeting facilities preparation activities performance. v. Record meeting facilities preparation activities.			Practical	• Meeting facilities preparation carried out. • Meeting facilities preparation activities performance graded. • Meeting facilities preparation activities recorded.
			Attitude: i. Meticulous in deter-mining Job instruction and requirements ii. Objective focused in planning meeting facilities preparation activities iii. Proactive in carrying out meeting facilities preparation. iv. Factual in evaluating meeting facilities preparation activities performance. v. Accurate in recording			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			meeting facilities preparation activities. *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
2. Carry out Communication despatch arrangement	i. Job instruction and requirements ii. Communication despatch arrangement procedure iii. Communication despatch arrangement evaluation iv. Communication despatch record systems				Lecture	• Job instruction and requirements ascertained. • Communica-tion despatch arrangement

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine Job instruction and requirements ii. Follow communication despatch arrangement standard & procedure iii. Evaluate communication despatch arrangement performance. iv. Record communication despatch.			Practical	standard & procedure completed. • Communication despatch arrangement performance graded. • Communication despatch recorded.
			Attitude: i. Meticulous in determining Job instruction and requirements ii. Faithful in following communication despatch arrangement standard & procedure iii. Factual in evaluating communication despatch arrangement performance. iv. Accurate in Record			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			communication despatch. *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
3. Carry out internal documents circulation	i. Job instruction and requirements. ii. Internal documents circulation requirements. iii. Internal documents circulation procedure. iv. Internal documents circulation evaluation				Lecture	• Job instruction and requirements ascertained. • Internal documents

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Internal documents circulation record systems.					circulation requirements acquired.
		i. Determine job instruction and requirements. ii. Obtain internal documents circulation requirements. iii. Follow internal documents circulation standard & procedure. iv. Evaluate internal documents circulation v. Record internal documents circulation.			Practical	• Internal documents circulation standard & procedure completed. • Internal documents circulation performance graded. • Internal documents circulation recorded.
			Attitude: i. Meticulous in determining job instruction and requirements. ii. Detail in obtaining internal documents circulation requirements. iii. Faithful in following internal documents circulation standard &			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			procedure. iv. Factual in evaluating internal documents circulation v. Accurate in recording internal documents circulation. *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Handle employee suggestion	i. Job instruction and requirements ii. Employee suggestion program concept and requirements. iii. Employee suggestion rules and regulations. iv. Employee suggestion handling procedure v. Employee suggestion records systems.				Lecture	• Job instruction and requirements ascertained • Employee suggestion program concept and requirements interpreted. • Employee suggestion rules and regulations interpreted. • Employee suggestion handling standard & procedure completed. • Employee suggestion record updated.
		i. Determine job instruction and requirements ii. Analyze employee suggestion program concept and requirements. iii. Examine employee suggestion rules and regulations. iv. Follow employee suggestion handling standard & procedure			Demonstration, Observation and Practical	
			Attitude: i. Meticulous in determining job instruction and requirements			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ii. Thorough in analyzing employee suggestion program concept and requirements.			
			iii. Thorough in examining employee suggestion rules and regulations.			
			iv. Faithful in following employee suggestion handling standard & procedure.			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			

Employability Skills

Core Abilities	Social Skills
01.07 Identify and gather information 01.08 Document information, procedures or processes. 01.09 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts 06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of corporate communication circulars 4. Sample of Employee Suggestion Program plan.	1:25 1:1 1:25 1:25
REFERENCES	
1. Joep Cornelissen, SAGE, 2004 Corporate Communications: Theory and Practice ISBN: 0761944362, 9780761944362 2. Margaret Rees-Boughton, Heinemann 1st.Ed. 1993, "RSA Typing and Word Processing Student's Book", ISBN 978-0435452100 3. Janet Litherland, Meriwether Pub., 1987,(Digitized 2009), The Complete Banner Handbook: A Creative Guide for Banner Design and Construction ISBN: 9780916260484.	

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN RESOURCE SUPPORT SERVICES						
Competency Unit Title	TRAINING SUPPORT SERVICE ACTIVITIES						
Learning Outcome	The person who is competent in this CU shall be able to provide training support services in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : • Prepare training facilities • Carry out training material production • Carry out resource centre support service						
Competency Unit ID	FB-070-2:2013-C04	Level	2	Training Duration	50 hours	Credit Hours	5

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare training facilities	i. Job instruction and requirements ii. Training facilities preparation planning iii. Training facilities preparation procedure. iv. Training facilities preparation performance evaluation. v. Training facilities preparation record systems.				Lecture	• Job instruction and requirements determined. • Training facilities preparation activities plan drafted.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine job instruction and requirements ii. Plan training facilities preparation activities. iii. Follow training facilities preparation standard & procedure. iv. Evaluate training facilities preparation performance. v. Record training facilities preparation			Practical	• Training facilities preparation standard & procedure completed. • Training facilities preparation performance graded. • Training facilities preparation record updated.
			Attitude: i. Meticulous in determining job instruction and requirements ii. Objective focused in planning training facilities preparation activities. iii. Faithful in following training facilities preparation standard & procedure. iv. Factual in evaluating training facilities preparation performance. v. Accurate in recording			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			training facilities preparation *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
2. Carry out training material production	i. Job instruction and requirements ii. Training material production planning iii. Training material production procedure iv. Training material production performance				Lecture	• Job instruction and requirements ascertained. • Training material

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	evaluation v. Training material production record systems.					production activities plan drafted. • Training material production standard & procedure completed. • Training material production performance graded. • Training material production record updated.
		i. Determine job instructtion and requirements ii. Plan training material production activities. iii. Follow training material production standard & procedure iv. Evaluate training material production performance. v. Record training material production.			Demonstration, Observation and Practical	
			Attitude: i. Meticulous in determining job instruction and requirements ii. Objective focused in planning training material production activities. iii. Faithful in following training material production standard &			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			procedure			
			iv. Factual in evaluating training material production performance.			
			v. Accurate in recording training material production.			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office. Practice recycle policy.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out resource centre support service	i. Job instruction and requirements ii. Resource centre support service activities. iii. resource centre support service standard and procedure. iv. resource centre support service performance evaluation. v. resource centre support service record systems.				Lecture	• Job instruction and requiremen ts ascertained • Resource centre support service activities plan drafted. • Resource centre support service standard & procedure completed. • Resource centre support service performanc e graded. • Resource centre support service
		i. Determine job instruction and requirements ii. Plan resource centre support service activities. iii. Follow resource centre support service standard & procedure. iv. Evaluate resource centre support service performance. v. Record resource centre support service.			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude: i. Meticulous in determining job instruction and requirements ii. Objective focused in planning resource centre support service activities. iii. Faithful in following resource centre support service standard & procedure. iv. Factual in evaluating resource centre support service performance. v. Accurate in recording resource centre support service activities. *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection.			record updated.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Environment: i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			

Employability Skills

Core Abilities	Social Skills
01.10 Identify and gather information 01.11 Document information, procedures or processes. 01.12 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of training materials.	1:25 1:1 1:25
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6. R Wayne Mondy & Robert M.Noe, Prentice Hall, 7 Sub-edition, 2001 Human Resource Management, ISBN-13: 978-0139227820
7. Gary Dressler, Prentice Hall 2000 Human Resource Management, ISBN: 0-130164062 9780130164063
8. Lawrence S Kleiman, Human Resources Management – A tool for competitive advantage, ISBN 0-314-20244-7

CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN RESOURCE SUPPORT SERVICES						
Competency Unit Title	EMPLOYEE WELFARE SUPPORT SERVICE ACTIVITIES						
Learning Outcome	The person who is competent in this CU shall be able to provide employee welfare support services in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : • Carry out employee transport administration support service. • Carry out employee accommodation admin support service. • Carry out employee event support service • Carry out employee uniform admin support service						
Competency Unit ID	FB-070-2:2013-C05	Level	2	Training Duration	100 hours	Credit Hours	10

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out employee transport administration support service.	i. Job instruction and requirements ii. Employee transport administration support service activities iii. Employee transport administration support service standard & procedure iv. Employee transport				Lecture	• Job instruction and requirements ascertained. • Employee transport administration support

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	administration support service performance evaluation v. Employee transport administration support service record systems.					service activities plan drafted. • Employee transport administration support service standard & procedure completed. • Employee transport administration support service performance graded. • Employee transport administration support service record updated.
		i. Determine job instruction and requirements ii. Plan employee transport administration support service activities iii. Follow employee transport administration support service standard & procedure iv. Evaluate employee transport administration support service performance v. Record employee transport administration support service.			Practical	
			Attitude: i. Meticulous in determining job instruction and requirements ii. Objective focused in			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			planning employee transport administration support service activities			
			iii. Faithful in following employee transport administration support service standard & procedure			
			iv. Factual in evaluating employee transport administration support service performance			
			v. Accurate in recording employee transport administration support service.			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
2. Carry out employee accommodati on admin support service.	i. Job instruction and requirements. ii. Employee accommodation admin support service activities. iii. Employee accommodation admin support service standard & procedure. iv. Employee accommodation admin support service evaluation. v. Employee accommodation admin support service record systems.				Lecture	• Job instruction and requirements ascertained. • Employee accommodati on admin support service activities plan drafted. • Employee accommodati on admin support service standard & procedure completed. • Employee accommodati on admin support
		i. Determine job instruction and requirements. ii. Plan employee accommodation admin support service activities iii. Follow employee accommodation admin support service standard &			Practical	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		procedure. iv. Evaluate employee accommodation admin support service. v. Record employee accommodation admin support service.				service graded. • Employee accommodation admin support service record updated.
			Attitude: i. Meticulous in determining job instruction and requirements. ii. Objective focused in planning employee accommodation admin support service activities iii. Faithful in following employee accommodation admin support service standard & procedure. iv. Factual in evaluating employee accommodation admin support service. v. Accurate in recording employee accommodation admin			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			support service.			
			Safety: i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. _Environment:_ i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
3. Carry out employee event support service	i. Job instruction and requirements ii. Employee event support service activities. iii. Employee event support service standard & procedure. iv. Employee event support service performance				Lecture	• Job instruction and requirements ascertained. • Employee event support

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	evaluation v. Employee event support service record systems.					service activities plan drafted.
		i. Determine job instruction and requirements ii. Plan employee event support service activities. iii. Follow employee event support service standard & procedure. iv. Evaluate employee event support service performance v. Record employee event support service			Practical	• Employee event support service standard & procedure completed. • Employee event support service performance graded. • Employee event support service record updated.
			Attitude: i. Meticulous in determining job instruction and requirements ii. Objective focused in planning employee event support service activities. iii. Faithful in following employee event support service			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			standard & procedure.			
			iv. Factual in evaluating employee event support service performance			
			v. Accurate in recording employee event support service			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out employee uniform admin support service	i. Job instruction and requirements ii. Employee uniform admin support service activities iii. Employee uniform admin support service standard & procedure iv. Employee uniform admin support service performance evaluation v. Employee uniform admin support service record systems.				Lecture	• Job instruction and requirements ascertained. • Employee uniform admin support service activities plan drafted. • Employee uniform admin support service standard & procedure completed. • Employee uniform admin support service performance graded. • Employee uniform
		i. Determine job instruction and requirements ii. Plan employee uniform admin support service activities iii. Follow employee uniform admin sup-port service standard & procedure iv. Evaluate employee uniform admin support service performance.			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Record employee uniform administration support service.				administratio n support service record updated.
			Attitude: i. Meticulous in determi-ning job instruction and requirements ii. Objective focused in planning employee uniform admin support service activities iii. Faithful in following employee uniform admin support service standard & procedure iv. Factual in evaluating employee uniform admin support service performance. v. Accurate in recording employee uniform administration support service *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety &			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			

Employability Skills

Core Abilities	Social Skills
01.13 Identify and gather information 01.14 Document information, procedures or processes. 01.15 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts 06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of employee handbook 4. Sample of Human Resource Policies and procedures.	1:25 1:1 1:25 1:25

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1. Dave Ulrich, Harvard Business School Press, 1997, Human Resource Champoins, ISBN: 0-87584-719-6
2. H. John Bernardin, McGraw-Hill/Irwin 3rd.Ed. 2002, Human Resource Management: An Experiential Approach", ISBN: 0072432357 ISBN: 978-0072432350
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CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN RESOURCE SUPPORT SERVICES						
Competency Unit Title	EMPLOYMENT SUPPORT SERVICE ACTIVITIES						
Learning Outcome	The person who is competent in this CU shall be able to provide employment support services in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : • Carry out open recruitment campaign support service • Carry out job posting & Job bidding support service • Carry out HR selection support service • Carry out induction program support service • Carry out employment statutory documentation.						
Competency Unit ID	FB-070-2:2013-C06	**Level**	2	**Training Duration**	150 hours	**Credit Hours**	15

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out open recruitment campaign support service	i. Job instruction and requirements. ii. open recruitment campaign support service activities iii. open recruitment campaign support service standard & procedure iv. open recruitment campaign				Lecture	• Job instruction and requirements ascertained. • Open recruitment

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	support service performance evaluation v. open recruitment campaign support service record systems.					campaign support service activities plan drafted.
		i. Determine job instruction and requirements. ii. Plan open recruitment campaign support service activities iii. Follow open recruitment campaign support service standard & procedure iv. Evaluate open recruitment campaign support service performance v. Record open recruitment campaign support service			Practical	☐ Open recruitment campaign support service standard & procedure completed. ☐ Open recruitment campaign support service performance graded. ☐ Record open recruitment campaign support service record updated. .
			Attitude: i. Detail in determining job instruction and requirements.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ii. Objective focused in planning open recruitment campaign support service activities iii. Faithful in following open recruitment campaign support service standard & procedure iv. Factual in evaluating open recruitment campaign support service performance v. Record open recruitment campaign support service *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
2. Carry out job posting & Job bidding support service	i. Job instruction and requirements ii. Job posting & Job bidding support service activities. iii. Job posting & Job bidding support service standard & procedure. iv. Job posting & Job bidding support service performance evaluation. v. Job posting & Job bidding support service record systems.				Lecture	• Job instruction and requirements ascertained. • Job posting & Job bidding support service activities plan drafted. • Job posting & Job bidding support service standard & procedure completed. • Job posting & Job bidding support
		i. Determine job instruction and requirements ii. Plan job posting & Job bidding support service activities. iii. Follow job posting & Job bidding support service standard & procedure.			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Evaluate job posting & Job bidding support service performance. v. Record job posting & Job bidding support service.				service performance graded • Job posting & Job bidding support service record updated.
			Attitude: i. Detail in determining job instruction and requirements ii. Objective focused in planning job posting & Job bidding support service activities. iii. Faithful in following job posting & Job bidding support service standard & procedure. iv. Factual in evaluating job posting & Job bidding support service performance. v. Accurate in recording job posting & Job bidding support service.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety: i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
3. Carry out HR selection support service	i. Job instruction and requirements. ii. HR selection support service activities. iii. HR selection support service standard & procedure. iv. HR selection support service evaluation v. HR selection support service record systems				Lecture	• Job instruction and requirements ascertained. • HR selection support service activities plan drafted.

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine job instruction and requirements. ii. Plan HR selection support service activities. iii. Follow HR selection support service standard & procedure. iv. Evaluate HR selection support service v. Record HR selection support service			Practical	• HR selection support service standard & procedure completed. • HR selection support service performance graded. • HR selection support service record updated.
			Attitude: i. Detail in determining job instruction and requirements. ii. Objective focused in planning HR selection support service activities. iii. Faithful in following HR selection support service standard & procedure. iv. Factual in evaluating HR selection support service v. Accurate in recording			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			HR selection support service *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
4. Carry out induction program support service	i. Job instruction and requirements. ii. Induction program support service activities. iii. Induction program support service standard & procedure. iv. Induction program support				Lecture	• Job instruction and requirements ascertained. • Induction program support

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	service performance evaluation v. Induction program support service record systems.					service activities plan drafted. • Induction program support service standard & procedure completed. • Induction program support service performance graded. • Induction program support service record updated.
		i. Determine job instruction and requirements. ii. Plan induction program support service activities. iii. Follow induction program support service standard & procedure. iv. Evaluate induction program support service performance evaluation v. Record induction program support service.			Practical	
			Attitude: i. Detail in determining job instruction and requirements. ii. Objective focused in planning induction program support service activities. iii. Faithful in following			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			induction program support service standard & procedure. iv. Factual in evaluating induction program support service performance evaluation v. Accurate in recording induction program support service. *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Carry out employment statutory documentatio n.	i. Job instruction and requirements. ii. employment statutory documentation requirements iii. employment statutory documentation standard & procedure iv. employment statutory documentation performance evaluation. v. employment statutory documentation record systems.				Lecture	• Job instruction and requirements ascertained. • Employment statutory documentati on requirements ascertained. • Employment statutory documentati on standard & procedure completed. • Employment statutory documentati on performance graded. • Employment statutory documentati on record updated.
		i. Determine job instruction and requirements. ii. Determine employment statutory documentation requirements iii. Follow employment statutory documentation standard & procedure iv. Evaluate employment			Practical	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		statutory documentation performance. v. Record employment statutory documentation				
			Attitude: i. Detail in determining job instruction and requirements. ii. Thorough in determining employment statutory documentation requirements iii. Faithful in following employment statutory documentation standard & procedure iv. Factual in evaluating employment statutory documentation performance. v. Accurate in recording employment statutory documentation *Safety:* i. Ensure confidential document safety. ii. Ensure safe working			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless office.			
			iv. Practice recycle policy.			

Employability Skills

Core Abilities	Social Skills
01.16 Identify and gather information 01.17 Document information, procedures or processes. 01.18 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts 06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of employee handbook	1:25 1:1 1:25

4. Sample of Human Resource policies and procedures.	1:25

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1. Dave Ulrich, Harvard Business School Press, 1997, Human Resource Champoins, ISBN: 0-87584-719-6
2. H. John Bernardin, McGraw-Hill/Irwin 3rd.Ed. 2002, Human Resource Management: An Experiential Approach", ISBN: 0072432357 ISBN: 978-0072432350
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CURRICULUM OF COMPETENCY UNIT (CoCU)

Sub Sector	HUMAN RESOURCE MANAGEMENT						
Job Area	HUMAN RESOURCE SUPPORT SERVICES						
Competency Unit Title	FOREIGN EMPLOYMENT SUPPORT SERVICE ACTIVITIES						
Learning Outcome	The person who is competent in this CU shall be able to provide foreign employment support services in a way to achieve human resource department objectives. Upon completion of this competency unit, trainees will be able to : - Carry out foreign employee employment application support service. - Carry out employment pass application support service. - Carry out work permit application support service. - Carry out employment pass & work permit cancellation support service						
Competency Unit ID	FB-070-2:2013-E01	Level	2	Training Duration	50 hours	Credit Hours	5

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out foreign employee employment application support service.	i. Job instruction and requirements. ii. Foreign employee employment application support service activities. iii. Foreign employee employment application support service standard & procedure. iv. Foreign employee employment application				Lecture	• Job instruction and requirements ascertained. • Foreign employee employment application support

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	support service performance evaluation. v. Foreign employee employment application support service record systems.					service activities plan drafted. • Foreign employee employment application support service standard & procedure completed. • Foreign employee employment application support service performance graded. • Foreign employee employment application support service record updated.
		i. Determine job instruction and requirements. ii. Plan foreign employee employment application support service activities. iii. Follow foreign employee employment application support service standard & procedure. iv. Evaluate foreign employee employment application support service performance. v. Record foreign employee employment application support service			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude: i. Detail in determining job instruction and requirements. ii. Objective focused in planning foreign employee employment application support service activities. iii. Faithful in following foreign employee employment application support service standard & procedure. iv. Factual in evaluating foreign employee employment application support service performance. v. Accurate in recording foreign employee employment application support service *Safety:* i. Ensure confidential document safety. ii. Ensure safe working environment			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
2. Carry out employment pass application support service.	i. Job instruction and requirements. ii. Employment pass application support service activities. iii. Employment pass application support service standard and procedure. iv. Employment pass application support service performance evaluation. v. Employment pass application support service record systems				Lecture	• Job instruction and requirements ascertained. • Employment pass application support service activities plan drafted. • Employment pass

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine job instruction and requirements. ii. Plan employment pass application support service activities. iii. Follow employment pass application support service standard and procedure. iv. Evaluate employment pass application support service performance. v. Record employment pass application support service.			Practical	application support service standard and procedure completed. • Employment pass application support service performance graded. • Employment pass application support service record updated.
			Attitude: i. Thorough in determining job instruction and requirements. ii. Objective focused in planning employment pass application support service activities.			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Faithful in following employment pass application support service standard and procedure. iv. Factual evaluating employment pass application support service performance. v. Accurate in recording employment pass application support service. _Safety:_ i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety & health practice at workplace. iv. Conduct workplace safety inspection. _Environment:_ i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			office. iv. Practice recycle policy.			
3. Carry out work permit application support service.	i. Job instruction and requirements. ii. work permit application support service activities. iii. work permit application support service standard and procedure. iv. work permit application support service performance evaluation v. work permit application support service record systems.				Lecture	• Job instruction and requirements ascertained. • Work permit application support service activities plan drafted. • Work permit application support service standard and procedure completed. • Work permit application support service performance graded. • Work permit application support
		i. Determine job instruction and requirements. ii. Plan work permit application support service activities. iii. Follow work permit application support service standard and procedure. iv. Evaluate work permit application support service performance.			Practical	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Record work permit application support service				service record updated.
			Attitude: i. Detail in determining job instruction and requirements. ii. Objective focused in planning work permit application support service activities. iii. Faithful in following work permit application support service standard and procedure. iv. Factual in evaluating work permit application support service performance. v. Accurate in recording work permit application support service _Safety:_ i. Ensure confidential document safety. ii. Ensure safe working environment iii. Promote good safety			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			& health practice at workplace. iv. Conduct workplace safety inspection. *Environment:* i. Utilize energy saver office equipment ii. Reduce energy wastage iii. Practice paperless office. iv. Practice recycle policy.			
4. Carry out employment pass & work permit cancellation support service	i. Job instruction and requirements. ii. employment pass & work permit cancellation support service activities. iii. employment pass & work permit cancellation support service standard & procedure. iv. employment pass & work permit cancellation support service performance evaluation. v. employment pass & work permit cancellation support service record systems.				Lecture	• Job instruction and requirements ascertained. • Employment pass & work permit cancellation support service activities plan drafted. • Employment pass & work

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine job instruction and requirements. ii. Plan employment pass & work permit cancellation support service activities. iii. Follow employment pass & work permit cancellation support service standard & procedure. iv. Evaluate employment pass & work permit cancellation support service performance v. Record employment pass & work permit cancellation support service			Practical	permit cancellation support service standard & procedure completed. • Employment pass & work permit cancellation support service performance graded. • Employment pass & work permit cancellation support service record updated.
			Attitude: i. Detail in determining job instruction and requirements. ii. Objective focused in planning employment pass & work permit cancellation support service activities. iii. Faithful in following			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			employment pass & work permit cancellation support service standard & procedure.			
			iv. Factual in evaluating employment pass & work permit cancellation support service performance			
			v. Accurate in recording employment pass & work permit cancellation support service			
			Safety:			
			i. Ensure confidential document safety.			
			ii. Ensure safe working environment			
			iii. Promote good safety & health practice at workplace.			
			iv. Conduct workplace safety inspection.			
			Environment:			
			i. Utilize energy saver office equipment			
			ii. Reduce energy wastage			
			iii. Practice paperless			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			office. iv. Practice recycle policy.			

Employability Skills

Core Abilities	Social Skills
01.19 Identify and gather information 01.20 Document information, procedures or processes. 01.21 Utilize basic IT applications 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ communication procedures. 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard form. 02.05 Read/interpret flowcharts and pictorial information. 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about performance. 03.05 Demonstrate safety skills 03.06 Response appropriately to people and situations 03.07 Resolve interpersonal conflicts 06.01 Understand systems 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.04 Analyse information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 02.08 Prepare pictorial and graphic information 03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

Items	Ratio (TEM: Trainee)
1. LCD Projector or other type of projector with white screen. 2. Computer Set with words processing & Graphic software. 3. Sample of immigration forms 4. Sample of Malaysian Passport 5. Sample of foreign passport.	1:25 1:25 1:25 1:25 1:25

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