



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

**MICRO AND SMALL
ENTREPRENEURSHIP MANAGEMENT
LEVEL 4**



**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**

Department of Skills Development
Ministry of Human Resources, Malaysia

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**STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT
LEVEL 4**

1. INTRODUCTION

A NOSS for entrepreneur has been developed for this unique „profession“, which combines the various facets of business, which include technology, economic, social and politics. Entrepreneurs are individuals challenging the uncertainties like Olympic athletes, symphony orchestra conductors, or top gun pilots.

Entrepreneurship is considered as a force that has revolutionised the business world. The environment of entrepreneurship reflects a predominance of small firms and new ventures. Over the last few years, there has been a tremendous increase in new-venture activities. While many of these incorporations may have been sole proprietorships or partnerships previously, it still demonstrates new-venture activities whether it was through start-ups, expansion, or development.

As an indication of the importance of entrepreneurs in the economy, the United States outranks the rest of the world in providing entrepreneurial support such as entrepreneurship education & training, financial support and favourable social norms.

In view of the Government initiatives to achieve a fully developed nation in the first quarter of this decade, entrepreneurs in Malaysia will potentially be the backbone of the entire industries, where GLCs(Government Link Companies) and MNCs(Multinational Corporations) are dependent on the SMEs to provide support services and supplementing production capacity of any given company. This is in line with Blue Ocean Strategy (BOS) adopted by the Government, ie. to create a business environment which has no competition, but rather to supplement and complement the existing business activities.

Other than the business entrepreneur, there exists a profession called corporate entrepreneur. It is an outcome of the corporate revolution, which is due to the infusion of entrepreneurial thinking into large corporations. This allows corporations to tap the talents of innovative thinking from its own employees. This is the future generation of business professional, whom will innovate the current and traditional business practices that will change the paradigm of conventional business environment in Malaysia.

Likewise with other advanced nations that place great emphasis on the entrepreneurs in their economy, Malaysia has established Government agencies to strategise, direct and co-ordinate development of entrepreneurs. Among the agencies are, NSDC (National SME Development Council), SME Corporations, INSKEN (Institut Keusahawan Negara) and SME Bank.

The National SME Development Council (NSDC) is the highest policy-making body to chart the direction and strategies for comprehensive and coordinated development of SMEs across all sectors of the economy.

The enterprises which are run by entrepreneurs are categorised into micro, small and medium according to their number of employees and the annual sales turnover. Briefly, a micro enterprise has 5 or less employees and an annual turnover of less than RM 200,000. A small enterprise has employees ranging from 5 to 50 employees and an annual turnover of between RM 250,000 and RM 10 million. Finally, a medium enterprise should have employees between 50 to 150 or with annual sales turnover in the range of RM 10 million to RM 25 million.

This NOSS is focussing on managing micro and small business as defined by NSDC (National SME Development Council). The scope of work includes business incorporation, managing corporate matters, product/services development & innovation and managing risk & crisis. All these require leadership, creativity and persistence.

PRE-REQUISITE

Based on the workshop findings, it was agreed that an entrepreneur shall have the characteristics of being independent and adept to challenges.

However, the minimum requirement for those interested to enrol in this course is as follows:-

- Sijil Kemahiran Malaysia (Tahap 3) in any JPK Course, or,
- Diploma or higher in any academic discipline. or
- Any relevant certification related to entrepreneurship programmes as recognised by JPK

2. OCCUPATIONAL STRUCTURE

Micro & Small Entrepreneurship Management (Level 4) is categorised under SME (Small & Medium Entrepreneur) Business sub-sector of the Business Management Sector, shown in Fig. 1.0 and Fig. 1.1

The panel of experts have concluded that the job area should start at Level 4 due to the administrative and managerial competencies required.

SECTOR	BUSINESS MANAGEMENT
SUB SECTOR	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS
JOB AREA	ENTREPRENEURSHIP
L5	Medium Size Entrepreneur
L4	Micro & Small Size Entrepreneur
L3	No Level
L2	No Level
L1	No Level

Figure 1.0 Occupational Structure for Entrepreneur

SECTOR	BUSINESS MANAGEMENT
SUB SECTOR	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS
JOB AREA	ENTREPRENEURSHIP
L5	Medium Entrepreneurship Management
L4	Micro & Small Entrepreneurship Management
L3	No Level
L2	No Level
L1	No Level

Figure 1.1 Occupational Area Structure for Entrepreneur

3. DEFINITION OF COMPETENCY LEVEL

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

Malaysia Skills Certificate Level 1:	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2:	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:	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:	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:	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

Candidates after being assessed verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Diploma Kemahiran Malaysia.

5. JOB COMPETENCIES

Micro And Small Entrepreneurs Management (Level 4) personnel are competent in performing the following competencies:

- Corporate Affairs Management
- Business Operation Administration
- Product/Service Management
- Sales and Marketing Management
- Financial Management
- Accounting Management
- Logistic Management
- Employees Management
- Project Management

6. WORKING CONDITIONS

Entrepreneurs shall be able to work under extreme conditions of uncertainties and unscheduled working hours. The workplace of an entrepreneur exists as a function, not necessarily in the physical form as it could be borderless and space less.

7. EMPLOYMENT PROSPECTS

Entrepreneurs are in general self-employed. With the economic initiatives and attractive incentive packages provided by the Government, there now exists vast opportunities for those aspiring to be entrepreneurs. For example, under the Economic Transformation Programme (ETP) through its Retail NKEA entry points projects (EPP Retail), the Government will “modernise, globalise and revolutionise” the retail industry. This industry involved a large number of existing and potential retailers (entrepreneurs) of food courts, night market operators, small groceries, hawkers and automotive works.

Likewise, with the ever growing franchise industry, more and more opportunities emerge, thus creating the need for more entrepreneurs.

Meanwhile in the corporate world as mentioned in Section 1(Introduction), there exists a profession called as corporate entrepreneur, whom is being employed by large corporation for his/her entrepreneurial skills and attributes.

This borderless, across the spectrum vocation, will be a major player in propelling Malaysia into a high income nation as envisaged by our Right Honourable Prime Minister in his Economic Transformation Programme.

8. TRAINING, INDUSTRIAL/PROFESSIONAL RECOGNITION, OTHER QUALIFICATIONS AND ADVANCEMENT

Career advancement in entrepreneurship is not relevant, except certification and professional licence of the entrepreneur chosen area of business. For example, a person involved in automotive business would requires an additional vocational qualification, in order to expand the business activities.

However, training is required for entrepreneurs in the franchising business sector. This is to ensure business model and process is according to the franchisor's requirements and policies.

9. SOURCES OF ADDITIONAL INFORMATION

- National SME Development Council,
Secretariat,
c/o Development Finance and Enterprise Department,
Bank Negara Malaysia,
Jalan Dato" Onn,
50480 Kuala Lumpur
- SME Corporation Malaysia (SME Corp),
Level 6, SME 1, Block B,
Platinum Sentral,
Jalan Stesen Sentral 2,
Kuala Lumpur Sentral,
50470 Kuala Lumpur.
- National Entrepreneur Institute (Institut Keusahawanan Negara),
Aras 2-3, Blok Menara,
No. 18, Persiaran Perdana,
Presint 2,
62652 Putrajaya.
- SME Bank
Bank Perusahaan Kecil dan Serdahana Malaysia Bhd.,
Jalan Sultan Ismail,
Peti Surat 12352,
50774 Kuala Lumpur.
- Business Registration Act 1956
Established under the business registration Act 1956 (amendment 1978) for individual business (sole proprietorship), partnership, ordinary partnership, limited partnership.

10. ACKNOWLEDGEMENT

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

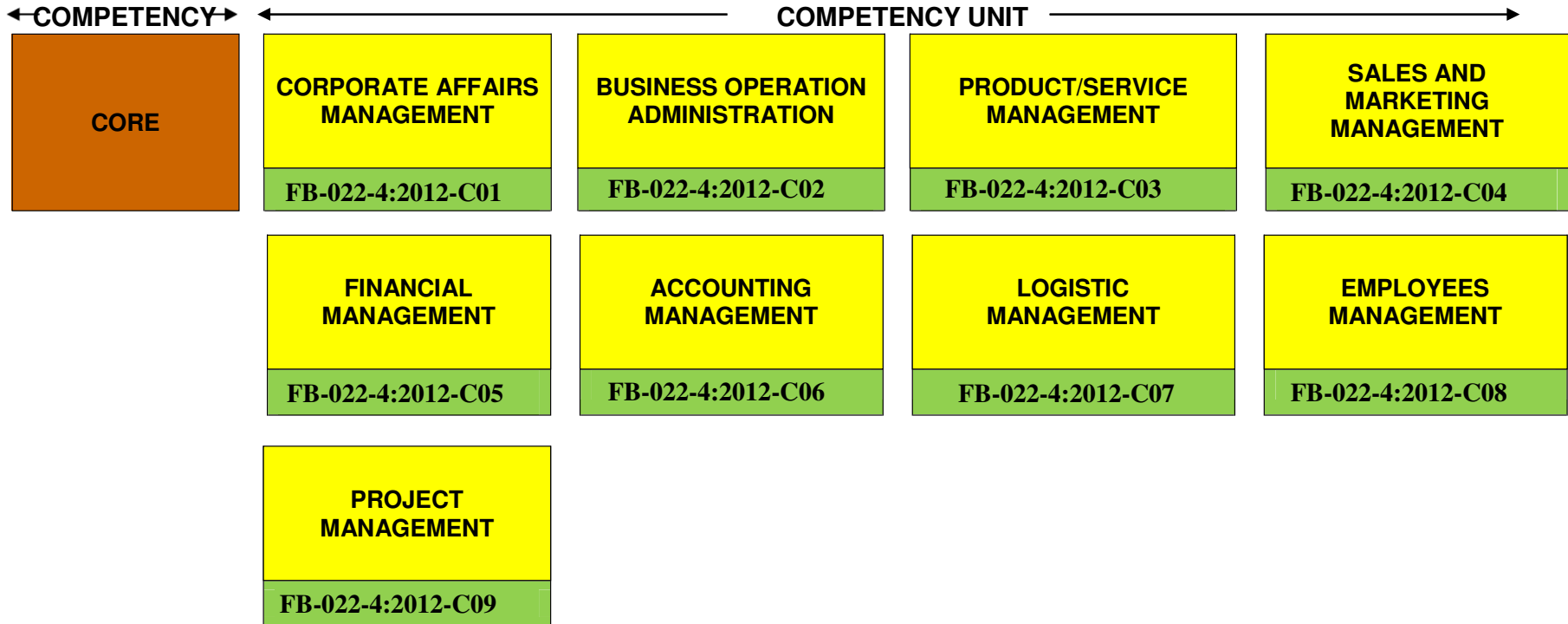
**11. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP),
COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND
CURRICULUM OF COMPETENCY UNIT (CoCU)**

MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT LEVEL 4

PANEL EXPERTS		
1.	Datuk Hj Abd Talib B. Bachek	Executive Chairman E.V. Oilfield Supply And Services
2.	Datuk Dr Baba B. Md Deni	Managing Director RAKEBA Security Sdn. Bhd.
3.	Datuk Sharifudin B. Ali	Managing Director Pentadbiran SPPA Sdn. Bhd.
4.	Prof Dr Sir Ungku Mohd Noor Bin Ungku Mahmood	Director/Founder Fitrah Tech Medicina Alternatif
5.	Ir. Ahmad Fauzi Bin Yahya	Managing Director R.A.S Engineering Service Sdn. Bhd.
6.	En. Mohd Asri B. Baidul	Director Rabbani Production (M) Sdn. Bhd.
7.	En. Abu Hassan Bin Morad	Chairman / Founder Galeri Ilmu Sdn. Bhd.
8.	En. Abdul Rahman Bin Amiruddin	General Manager ARA Excel Service Sdn. Bhd.
9.	Pn. Siti Khawa Jannah Binti Nasuha	General Manager, Nasuha Enterprise Sdn. Bhd.
10.	Pn. Hajjah Bakiah Binti Mohd Tahir	General Manager, Bak's Creation & Services Sdn Bhd
11.	En. Salim Bin Salleh	Managing Director, Koko Minda Food Industries
12.	En. Zainudin Bin Ismail	Managing Director, ZBI Jaya Corporation Sdn. Bhd.
FACILITATORS		
1.	Dr. Amiron B. Ismail	Millennium Impress Sdn. Bhd.
2.	Dr. Jasmi B. Ahmad	Millennium Impress Sdn. Bhd.
3.	En. Fahiszam B. Saad	Millennium Impress Sdn. Bhd.
4.	Mastura Bt. Sarkon	Millennium Impress Sdn. Bhd.

COMPETENCY PROFILE CHART (CPC)

SECTOR	BUSINESS MANAGEMENT		
SUB SECTOR	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS		
JOB AREA	ENTREPRENEURSHIP		
NOSS TITLE	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT		
JOB LEVEL	4	NOSS CODE	FB-022-4:2012



COMPETENCY PROFILE (CP)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS			
Job Area	Entrepreneurship			
Noss Title	Micro & Small Entrepreneurship Management			
Level	4			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Corporate Affairs Management	FB-022-4:2012-C01	<p>Corporate affairs is about communication with government agencies and liaison relating to legislative matters, government procedures, policies and compliances. The management of corporate affairs which include setting company procedures policies and techniques of communication.</p> <p>The person who is competent shall be able to manage legal activities, perform business incorporation, perform secretarial administration, perform authority liaison and perform communication management</p> <p>The outcome of this competency is to ensure that all the activities involved in corporate affairs operation are effectively coordinated and supported</p>	1. Administer legal affairs matters	<p>1.1 Company's legal policies and procedures determined according to legal issues needs</p> <p>1.2 Legal needs evaluated and reviewed according to requirements</p> <p>1.3 Related legal documents finalised according to procedure</p> <p>1.4 Company regulatory compliance determined according to regulatory and statutory body requirements</p> <p>1.5 Company legal suits coordinated with lawyer according to company procedure</p> <p>1.6 Summary of judgement ascertained from company's lawyer</p> <p>1.7 Company's legal issues progress assessed to check status and new issues arise</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Perform business incorporation</p> <p>3. Administer company's secretarial matters</p>	<p>2.1 Service or products of company identified as per business plan</p> <p>2.2 Business needs evaluated and reviewed based on business planning</p> <p>2.3 Related document for business incorporation prepared according to procedure</p> <p>2.4 Business incorporation status confirmed from related regulatory and statutory body</p> <p>3.1 Secretarial administration policies and procedures of company determined according to government requirement</p> <p>3.2 Entity needs and requirements evaluated and reviewed based on business plan</p> <p>3.3 Documents and statutory requirements confirmed according to requirements</p> <p>3.4 Company's regulation compliance coordinated with relevant parties</p> <p>3.5 Secretarial requirements ascertained according to government requirements</p> <p>3.6 Secretarial administration issues and progress ascertained to check status and any issues arise</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Perform government authority liaison</p> <p>5. Perform corporate relations management</p>	<p>4.1 Authority policies and procedures related to business operation determined</p> <p>4.2 Authority compliance needs evaluated and reviewed according to business environment requirements</p> <p>4.3 Regulatory and statutory body compliance determined according to business environments requirements</p> <p>4.4 Compliances with regulatory and statutory bodies ascertained according to business environment requirements</p> <p>5.1 Company policies and procedure on communication management determined</p> <p>5.2 Method of communication relevant to company operation determined</p> <p>5.3 Business correspondence records obtained and assessed according to company procedure</p> <p>5.4 Communication effectiveness assessed according to reports and internal and external feedbacks</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Business Operation Administration	FB-022-4:2012-C02	<p>Business Operation Administration is a management function to implement, monitor and coordinate the business activities of a company.</p> <p>The person who is competent shall be able to perform utilities management, perform security management and administration company's assets</p> <p>The outcome of this competency is to ensure business operation are efficient in terms of using resources and effective in terms of meeting customer requirement</p>	<p>1. Perform utilities management</p> <p>2. Perform security management</p> <p>3. Administer company's assets</p>	<p>1.1 Company utilities usage reviewed from bills and records to check usage efficiency</p> <p>1.2 Company's procedure on utilities usage reviewed for improvement</p> <p>2.1 Company's security needs determined according to requirements</p> <p>2.2 Security procedures for company established and submitted to superior for approval</p> <p>2.3 Security regulation compliance determined according to requirements</p> <p>2.4 Company's security issues assessed to improve company's security procedure</p> <p>3.1 Current and long term assets identified as per inventory record</p> <p>3.2 Assets management system evaluated</p>
3. Product/Service Management	FB-022-4:2012-C03	<p>Product/service management is a marketing function that involves obtaining, developing, maintaining, and improving a product or service mix in response to market opportunities</p>	<p>1. Carry out product/services concept development</p>	<p>1.1 Ideas for product / service determined according to business plan</p> <p>1.2 Product specification analysed using SWOT analysis (Strengths,</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent shall be able to carry out product/services concept development , carry out business analysis, carry out product / services market testing, carry out product commercialization, prepare product management report and manage product compliance</p> <p>The outcome of this competency is to ensure that all the activities involved in product/ service activities are effectively coordinated and supported and also ensuring timely and speedy delivery for customer /client satisfaction</p>	<p>2. Carry out market analysis</p> <p>3. Carry out product / services market testing</p> <p>4. Carry out product / services commercialization</p>	<p>Weaknesses, Opportunities & Threats)</p> <p>1.3 Product/ service specification prepared based on analysis result</p> <p>2.1 Selling price based upon competition and customer feedback estimated</p> <p>2.2 Sales volume based upon size of market and estimated using related tools as the Four-Woodlock equation</p> <p>2.3 Profitability and break-even point estimated according to business analysis result</p> <p>3.1 Physical prototype, portfolio or mock-up produced</p> <p>3.2 Product/services (and its packaging) in typical usage situations tested</p> <p>3.3 Necessary product adjustments specification determined</p> <p>4.1 Product advertised according to determined advertisement medium</p> <p>4.2 Product promoted to client according to company procedure</p> <p>4.3 Intellectual property / patent obtained according to regulatory and statutory requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Prepare product/services management report	<p>4.4 Product compliance requirements determined according to statutory and regulatory body guidelines</p> <p>4.5 Product compliance requirements finalised according to statutory and regulatory requirements.</p> <p>4.6 Product compliance coordinated according as per requirements.</p> <p>4.7 Product compliance requirements assessed & improved.</p> <p>5.1 Product development records compiled</p> <p>5.2 Product management report submitted and presented to superior</p>
4. Sales And Marketing Management	FB-022-4:2012-C04	<p>Sales and marketing management is a business discipline which is focused on the practical application of sales and marketing techniques and the management of a company sales and marketing resources and activities.</p> <p>The person who is competent shall be able to perform business client/customer management, perform marketing management, perform sales management and perform brand management</p>	1. Perform customer management	<p>1.1 Client/customer feedback and complaint assessed according to company procedure</p> <p>1.2 Public relation activities evaluated according to company's policies and procedures</p> <p>1.3 Company complaints assessed and action taken according to company procedure</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The outcome of this competency is to ensure that all the activities involved in business operation activities are effectively coordinated and supported and also ensuring timely delivery for customer /client satisfaction</p>	<p>2. Perform marketing management</p> <p>3. Perform sales management</p> <p>4. Perform brand management</p>	<p>2.1 Competitor product pricing analysed and compared</p> <p>2.2 Product costing calculated according to procedure</p> <p>2.3 Supply and demand of product analysed according to requirements</p> <p>2.4 Marketing report analysed to check sales performance</p> <p>3.1 Sales force developed according to requirements</p> <p>3.2 Sales documentation prepared according to target customer</p> <p>3.3 Sales activities coordinated based on marketing planning</p> <p>3.4 Sales performance analysed based on sales records</p> <p>4.1 Product sales performance reviewed based on records</p> <p>4.2 Product branding strategy established based on market environment</p> <p>4.3 Implementation of product branding coordinated with relevant parties</p>
5. Financial Management	FB-022-4:2012-C05	<p>Financial management is the management of the finances of a company in order to achieve financial objectives, which include; creating wealth for the business, generating cash, and providing an</p>	1. Manage business financing activities	1.1 Capital expenditure (CAPEX) determined according to business requirement

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>adequate return on investment.</p> <p>The person who is competent shall be able to perform business financing, perform finance management and administer taxation matter</p> <p>The outcome of this competency is to ensure that all the activities involved in financial activities are effective in ensuring short, medium and long term sustainability of the company</p>	<p>2. Manage company's financial health & wealth</p>	<p>1.2 Operational expenditure (OPEX) determined according to business requirement</p> <p>1.3 Business funding requirement compiled</p> <p>1.4 Financial institutions information gathered</p> <p>1.5 Financial requirement interpreted</p> <p>1.6 Business funding proposal prepared according to financial institution requirement</p> <p>2.1 Cash outflow determined according to operational and project costing</p> <p>2.2 CAPEX utilised according to business planning</p> <p>2.3 OPEX utilised according to operational planning</p> <p>2.4 Monthly cash flow prepared according to accounting format</p> <p>2.5 Fund utilisation reviewed as per business planning</p> <p>2.6 Cash flow adjusted according to current business operation</p> <p>2.7 Profit and Loss (P&L) statement analysed to check financial health</p> <p>2.8 Company financial status reviewed</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Manage business investment</p> <p>4. Prepare financial plan</p> <p>5. Administer taxation matters</p>	<p>2.9 Company financial performance internally audited according to company procedure</p> <p>3.1 Current investment portfolios analysed to determine the performance of investment</p> <p>3.2 Outcome of the analysis synthesized for investor</p> <p>3.3 New potential investment proposed to investor for approval</p> <p>4.1 Financial planning process applied to company's organisation</p> <p>4.2 Quantitative and qualitative information collected to develop a financial plan according clients requirement</p> <p>4.3 Potential opportunities and constraints information determined to develop financial strategies according to market demands</p> <p>4.4 Synthesize information and evaluate strategies to create a financial plan</p> <p>5.1 Certified Tax auditor appointed according to company procedure.</p> <p>5.2 Financial statements reviewed according to taxation requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>5.3 Taxation strategies determined as per guidelines of company's corporate governance</p> <p>5.4 Tax evaluation submitted to authority (LHDN) according to procedure</p>
6. Accounting Management	FB-022-4:2012-C06	<p>Accounting management is the practical application of management techniques to control and report on the financial health analysis, planning, implementation and control of programs designed to provide financial data reporting for managerial decision making. This includes the maintenance of bank accounts, developing financial statements, cash flow and financial performance analysis.</p> <p>The person who is competent shall be able to review accounting statements, perform credit management, review accounts ledger/journals and update accounts statements</p> <p>The outcome of this competency is to ensure that all the activities involved in accounting activities are carried out on systematically to ensure the proper implementation of accounting procedures in the</p>	<p>1. Review accounting statements</p> <p>2. Perform credit management</p>	<p>1.1 Cash flow statement analysed according to accounting procedure to check company financial health</p> <p>1.2 Profit & Loss (P&L) statement analysed to determine the profitability of the company</p> <p>1.3 Balance sheet statement analysed to determine the assets and liabilities the end of trading period</p> <p>2.1 Ageing report analysed to check company's credit performance</p> <p>2.2 Customer payment mode determined based on project quotation</p> <p>2.3 Vendor payment mode determined according to quotation</p> <p>2.4 Collection strategy established based on client's / customer's profile</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		company.	3. Review company's accounts ledger/journals	2.5 Accounts receivable (A/R) and accounts payable (A/P) reviewed to check financial health 3.1 Accounting discrepancies determined according to analysed result 3.2 Profit & Loss (P&L) statement prepared according to accounting format 3.3 Balance sheet statement prepared according to accounting format 3.4 Current actual cash flow prepared according to accounting format
7. Logistic Management	FB-022-4:2012-C07	Logistics is the management of the flow of resources, between the point of origin and the point of destination in order to meet some requirements, i.e. of customers or corporations. The resources managed in logistics can include physical items such as materials, equipment and staff as well as abstract items as information, particles and energy. The logistics of physical items usually involves the integration of information flow, material handling, production, packaging, inventory, transportation, warehousing and often times security.	1. Perform transportation management 2. Perform human resources deployment	1.1 Methods of transporting goods determined according to company's procedure 1.2 Transportation requirement coordinated with logistic company 1.3 Delivered goods conditions checked upon delivery to customer. 2.1 Staff job functions and competency level determined based on performance record 2.2 Operational schedule produced

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent shall be able to perform transportation management, perform human resources deployment and perform inventory management</p> <p>The outcome of this competency is to ensure that all the activities involved in logistic coordination activities are carried out on efficiently to ensure the sustainability of the company</p>	<p>3. Perform inventory management</p>	<p>2.3 Staff deployed to work station based on operational planning</p> <p>2.4 Staff performance evaluated as per organisation procedures</p> <p>3.1 Tools, equipment and materials condition checked based on inventory report</p> <p>3.2 Stock level determined based on inventory report</p> <p>3.3 Tools, equipment, materials and stock purchasing coordinated according to company procedure</p>
<p>8. Employees Management</p>	<p>FB-022-4:2012-C08</p>	<p>Employees management is essentially Human Resource Management. It is the management of a company workforce, or human resources, which include the attraction, selection, training, assessment and rewarding of employees, while also overseeing company's leadership and culture to ensuring compliance with the employment and labour laws.</p> <p>The person who is competent shall be able to identify employees management requirements, prepare training program, prepare manpower requirements plan, evaluate employees scheduling performance</p>	<p>1. Identify employees management requirements</p> <p>2. Prepare manpower requirement plan</p>	<p>1.1 Company's policy on employee's management obtained</p> <p>1.2 Company's employee's management SOP obtained</p> <p>1.3 Employee's management scope of work determined</p> <p>2.1 Job analysis conducted according to human resources requirements</p> <p>2.2 Job description and specification of each job title established in accordance with company's business development plan</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>and plan employees benefit and compensation and prepare report on employees management activities The outcome of this competency is to ensure that human resource, as the most important asset of any company, is managed, trained and motivated at the highest level of employees' expectation and satisfaction.</p>	<p>3. Carry out employees interview session</p> <p>4. Conduct training need analysis</p> <p>5. Prepare training program</p> <p>6. Conduct employees performance appraisal</p>	<p>2.3 Manpower requirement plan established according to business strategy planning</p> <p>3.1 Information on applicant collected and recorded before interview session.</p> <p>3.2 Selected candidate confirmed.</p> <p>3.3 Candidate for vacant position selected based on performance during the interview session.</p> <p>4.1 Employees performance issue determined from the outcome of the TNA session</p> <p>4.2 Employee's development requirements determined</p> <p>4.3 Employee's training program prepared.</p> <p>5.1 Training objectives established</p> <p>5.2 Training program produced</p> <p>5.3 Training evaluation methods listed out</p> <p>6.1 Employees performance criteria determined according to company's policies</p> <p>6.2 Employees performance evaluated based on appraisal technique and ethics</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Evaluate employees management activities</p> <p>8. Prepare employees management report</p>	<p>6.3 Outcome of the appraisal prepared and recommendation given to the staff.</p> <p>7.1 Employees scheduling activities assessed</p> <p>7.2 Employees scheduling activities performance concluded</p> <p>7.3 Company policy and procedure on employees benefit & compensation determined.</p> <p>8.1 Employees management activities reviewed based schedule, tasking and work reports</p> <p>8.2 Employees management activities development and effectiveness report prepared and submitted to key stakeholder</p>
9. Project Management	FB-022-4:2012-C09	Project management is the discipline of planning, organizing, securing, managing, leading, and controlling resources to achieve specific goals. A project is a temporary endeavour with a defined beginning and end (usually time-constrained, and often constrained by funding or deliverables), undertaken to meet unique goals and objectives.	1. Identify project scope	<p>1.1 Customer/stakeholder needs determined based on project specification</p> <p>1.2 Size of project determined according to project specification</p> <p>1.3 Project documentation listed out according to project requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent shall be able to identify project scope, prepare project planning, prepare project budget, coordinate project implementation and prepare project management report</p> <p>The outcome of this competency is to ensure that all the activities involved in project management are carried out efficiently to enhance the company's image in delivering product/services and to ensure the sustainability of the company.</p>	<p>2. Prepare project planning</p> <p>3. Prepare project budget</p> <p>4. Manage project implementation</p>	<p>2.1 Project activities scheduled according to project deliverables timeframe</p> <p>2.2 Critical activities categorised based on project tasking</p> <p>2.3 Job and manpower distribution plan established</p> <p>2.4 Project resources requirement confirmed based on project requirements</p> <p>3.1 Quotation / tender proposal documentation interpreted</p> <p>3.2 Project budget established by referring to project specification</p> <p>3.3 Company's procurement procedure determined</p> <p>4.1 Work assignment delegated according to project schedule and company's procedure</p> <p>4.2 Work progress monitored based on project tasking and scheduling</p> <p>4.3 Project plan amended based on requirements</p> <p>4.4 Report on project assessed to determined problems arise</p> <p>4.5 Post-mortem on project conducted to establish problem solving strategy</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Prepare project management report	5.1 Project report format determined according to company's procedure 5.2 Project management report produced and submitted to stakeholder

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area	ENTREPRENEURSHIP								
Noss Title	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title	CORPORATE AFFAIRS MANAGEMENT								
Learning Outcome	<p>The outcome of this competency is to ensure that all the activities involved in corporate affairs operation are effectively coordinated and supported. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Administer legal affairs matters • Perform business incorporation • Administer company's secretarial matters • Perform Government Authorities liaison • Perform corporate relations management 								
Competency Unit Code	FB-022-4:2012-C01	Competency Type	Core	Level	4	Training Duration	160	Credit Hours	16
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria		
1. Administer legal affairs matters	i. Legal system of Malaysia ii. Government regulations iii. Contentious and non-contentious matters iv. Relevant statutes governing the Malaysian legal landscape				10 hours	Lecture	i. Current company's legal policies and procedures interpreted and explained ii. Regulatory requirements of compliance interpreted and explained		
		i. Monitor company legal affairs matters ii. Resolve legal issues iii. Provide legal and			15 hours	Demonstration & Project	iii. Judgment documentation interpreted and		

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		ethics advice, guidance and representation iv. Monitor litigation suits v. Provide inputs on all matters which includes contentious and non-contentious matter vi. Advise on contractual implication and obligations	<u>Attitude :</u> i. Integrity in disposing responsibilities ii. Continuously updated legal expertise iii. Sound decision-making iv. Courtesy and respect v. Consensus-building			explained by highlighting the relevant law effecting the case iv. Supporting legal documentation prepared and documented according to prescribed format

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Perform business incorporation	i. Company incorporation Act ii. Secretarial appointment procedures iii. Documentation for submission to CCM(Companies Commission of Malaysia) which includes; <ul style="list-style-type: none"> ▪ Name search ▪ CCM Incorporation documents ▪ Supporting Incorporation Forms iv. Incorporation documentation and form such as <ul style="list-style-type: none"> ▪ Form 9, 24, 49 ▪ Memorandum of Association 			15 hours	Lecture	i. Rationale of incorporating new company explained and documented ii. Business expansion policy interpreted, explained and documented iii. Proposal for business incorporation prepared and written according to approved format iv. CCM's documentations for company's incorporation listed and described
		i. Determine business entity of new company ii. Acquire Government permits to establish a company iii. Endorsed business incorporation documents iv. Endorse business incorporation		20 hours	Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		documents v. Submit the application of incorporation of Company (Sdn. Bhd.)	<u>Attitude :</u> i Thorough in vetting company incorporation documents ii Peruse all documents before submission			
3. Administer company's secretarial matters	i. Company's secretarial requirement ii. Secretarial practices requirement iii. Companies act, 1965 iv. Company's secretarial matters which include: <ul style="list-style-type: none"> • Incorporation of company • Appointment and resignation of Directors • Board of Directors meeting • Shareholders matter 			15 hours	Lecture	i. Policies and procedures to appoint company's secretary interpreted, explained and documented ii. Secretarial company services rendered listed and documented according to approved format
		i. Review secretarial services requirement. ii. Appoint company secretary		15 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iii. Coordinate company's secretarial matters coordinated iv. Monitor safe-keeping of all statutory records, legal documents and secretarial matters by company secretary v. Liaison with CCM and Company Secretary 	<p><u>Attitude :</u></p> <ul style="list-style-type: none"> i. Accurate in interpreting procedures ii. Meticulous in preparing documents iii. Able to work under pressure and long working hours. 			
4. Perform Government Authorities liaison	<ul style="list-style-type: none"> i. Related Government Authorities of Federal Government and Local Authorities ii. Related policies and procedures of Government Authorities iii. Related compliances iv. Company's policies and procedures in liaising with Government 			20 hours	Lecture	<ul style="list-style-type: none"> i. Policies and procedures of related authority interpreted and explained ii. List of authorities complete with compliances requirements compiled and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	Regulatory Agencies	<ul style="list-style-type: none"> i. Determine best practice of company's compliances to Government Authorities ii. Evaluate policies and procedures of related authority iii. Analyse local authority requirement against business operation. iv. Prepare list of compliances of local authorities and regulatory bodies v. Analyse local authorities compliance needs related to business operation. vi. Propose amendments to guidance, based on practical experience vii. Co-ordinate enforcement activities 	<p><u>Attitude :</u></p> <ul style="list-style-type: none"> i. Accurate in interpreting procedures ii. Meticulous in preparing documents 	15 hours	Project	<ul style="list-style-type: none"> explained the details of the compliances iii. Local authority requirement against business operation interpreted and explained

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			iii. Able to work under pressure and long working hours. iv. Ability to deal with all levels of people, all cultures, often in complex and difficult situations			
5. Perform corporate relations management	i. Clients Profiles ii. Policies and procedure on corporate communication iii. Company corporate strategic plan iv. Company policies on corporate relation management			15 hours	Lecture	i. Company policies procedure on communication, based on literature review and case studies, interpreted and explained
		i. Obtain company's corporate strategic plan ii. Establish relationships with key managers of business clients or Government agencies iii. Acquire new business through client referrals and prospecting. iv. Utilise all communications		20 hours	Demonstration & Project	ii. Methods of communication related to company operation procedures prepared and the justifications of the methods selected, explained iii. Effectiveness of

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		channels v. Response to clients feedback by ensuring that all client issues, complaints and product enquiries	<u>Attitude :</u> i. Adhere to local and international service standards ii. Demonstrate excellent client service skills iii. Ability to deal with all levels of people, all cultures, often in complex and difficult situations			method of communication assessed by using clients' referrals to acquire new business

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Legal document 2. Government regulations 3. Labour & Company law 4. Business Incorporation documentation and forms 5. Companies act 1965 6. Related policies and procedures of Government Authorities 7. Company's policies and procedures in liaising with Government Regulatory Agencies 8. Clients Profiles	1 : 5 1 : 25 1 : 25 1 : 1 1 : 5 1 : 1 1 : 1 1 : 5

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area	ENTREPRENEURSHIP								
Noss Title	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title	BUSINESS OPERATION ADMINISTRATION								
Learning Outcome	<p>The outcome of this competency is to ensure business operation are efficient in terms of using resources and effective in terms of meeting customer requirement. Upon completion of this competency unit, trainees will be able to :-</p> <ul style="list-style-type: none"> • Perform utilities management • Perform security management • Administer company's assets 								
Competency Unit Code	FB-022-4:2012-C02	Competency Type	Core	Level	4	Training Duration	120	Credit Hours	12

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Perform utilities management	i. Utilities management definition ii. Types of utilities which include <ul style="list-style-type: none"> ▪ Electricity ▪ Water ▪ Telephone ▪ Utilities usage iii. Agreement with utilities company iv. Utilities tariffs			16 hours	Lecture	i. Types of utility listed out according to company operation requirements ii. Procedure to interpret utilities billing described iii. Procedure to minimize waste of discharges explained
		i. Identify types of utility ii. Monitor and control utility usage iii. Identify utilities billing		24 hours	Demonstration & Project	iv. Utilities cost deduction

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		mistakes iv. Optimize utilities tariffs v. Minimize waste or discharges vi. Produce report on utility usage vii. Provide information to staff on utilities cost deduction plan	<u>Attitude:</u> i. Meticulous in retrieving statement ii. Thorough vetting document iii. Thorough in analyzing fact/ input			planning explained
2. Perform security management	i. Security environment of company ii. List of security companies iii. Types of risk controls <ul style="list-style-type: none"> ▪ Management ▪ Technical ▪ Operation iv. Business continuity planning <ul style="list-style-type: none"> ▪ DRP ▪ DCP ▪ Risk assessment 			16 hours	Lecture	i. Types of requirement for company's security listed out and explained ii. Risk management process described iii. Procedure to monitor and evaluate

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	v. Organisational policies and procedures to reduce risk <ul style="list-style-type: none"> ▪ Security policies ▪ Network access policies ▪ Human resources policies vi. Risk Mitigation Strategies which include: <ul style="list-style-type: none"> ▪ Change Management Policy ▪ Incident Management and Response Policy ▪ Routine Audits ▪ User Rights and Permissions Reviews ▪ Data Loss Prevention and Regulatory Compliance 					company's security implementation explained iv. Types of security program to comply with regulatory standards described v. Audit compliance of company's security program planning listed out according to company's requirements vi. Security response policy of incident in company explained
		i. Determine company's security requirement ii. Follow company's security process and procedures iii. Review risk management process iv. Prepare company's		24 hours	Demonstration & Project	vii. Company's security assessment plans interpreted and explained viii. Company's security

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		security plan v. Monitor company's security implementation vi. Evaluate company's security implementation vii. Appoint a security officer to coordinate company's security implementation viii. Determine security program to comply with regulatory standards ix. Plan audit compliance of company's security program x. Execute security response policy of Incident xi. Acquire company's security assessment plans xii. Examine company's security assessment report xiii. Prepare action plan to eliminate vulnerabilities of company's security	<u>Attitude:</u> i. Meticulous in preparing plan			assessment report prepared according to correct format ix. Action plan to eliminate vulnerabilities of company's security prepared according to correct format

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			ii. Thorough vetting document iii. Thorough in analyzing fact/ input			
3. Administer company's assets	i. Assets management ii. Assets record and value iii. Investment management <ul style="list-style-type: none"> • Assets allocation • Long-term returns • Diversification iv. FIFO and LIFO v. Enterprise asset management vi. Records management system vii. Public asset management or Corporate Asset Management viii. Types of company's records ix. Record's management standard			16 hours	Lecture	i. Procedure to carry out segregation of current assets from long-term assets explained ii. Revision of current asset records executed by following correct technique iii. Procedure of revaluating of long-term assets according to current market value explained iv. Inventory valuation methods to sell oldest and newest inventory
		i. Segregate current assets from long-term assets ii. Review current asset records		24 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iii. Revalue long-term assets according to current market value iv. Update long-term assets value v. Select an inventory valuation methods to sell oldest and newest inventory vi. Adjust inventory for spoilage, theft and obsolescent vii. Review inventory to ensure all numbers are accurate and valid viii. Prepare to re-stock inventory with new products ix. Obtain overall performance of the organisation's record of management program x. Coordinate records management process xi. Assess records management capability of the organization xii. Monitor alternative assets /liabilities management strategy's 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in retrieving 			<ul style="list-style-type: none"> explained v. Procedure of adjusting inventory for spoilage, theft and obsolescent described vi. Procedure to review inventory to check all numbers are accurate and valid explained vii. Re-stock inventory with new products demonstrated according to determined procedure viii. Overall performance of the organisation's record of management program interpreted and explained ix. Assessment of records

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			statement ii. Thorough vetting document iii. Thorough in analyzing fact/ input			management capability of the organization demonstrated according to procedure x. Alternative assets /liabilities management strategy's listed out and explained

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Company utilities record 2. Utilities agreement document 3. Company Policies & Procedures 4. List of security companies 5. Company's Assets record and value 6. FIFO and LIFO documents 7. Corporate Asset Management (CAM) document 8. Record's management standard	1:1 1:1 1:1 1:1 1:1 1:1 1:1 1:1 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area	ENTREPRENEURSHIP								
Noss Title	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title	PRODUCT / SERVICES MANAGEMENT								
Learning Outcome	<p>The outcome of this competency is to ensure that all the activities involved in product/ service activities are effectively coordinated and supported and also ensuring timely and speedy delivery for customer /client satisfaction Upon completion of this competency unit, trainees will be able to :-</p> <ul style="list-style-type: none"> • Carry out product/services concept development • Carry out market analysis • Carry out product/services market testing • Carry out product/services commercialization • Prepare product/services management report 								
Competency Unit Code	FB-022-4:2012-C03	Competency Type	Core	Level	4	Training Duration	120	Credit Hours	12

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out product/services concept development	i. Organisational procedure ii. Product development schedule iii. Product development budget iv. Product life cycle v. Customer needs vi. Customer demand vii. Procedure to product idea testing viii. Proof of concept (POC) ix. Proof of idea (POI) x. Proof of value (POV)			11 hours	Lecture	i. Process of idea generation and idea screening demonstrated according to procedure ii. Content of product development schedule interpreted and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	xi. Proof of technology (POT)					iii. explained Format of product development budget described
		i. Idea generation elements such as <ul style="list-style-type: none"> • POC • POI • POV • POT ii. Determine idea screening iii. Obtain product development schedule iv. Obtain product development budget v. Produce product development planning vi. Determine customer needs and demand vii. Determine available products on market viii. List out ideas for new product ix. Execute product idea testing x. Produce product concept xi. Determine compliance requirement	<u>Attitude:</u> i. Detail in strategy ii. Follow schedule	20 hours	Demonstration & Observation	iv. Product development planning produced according to correct format v. Procedure to determine customer needs and demand explained vi. Product concept prepared by following correct procedure vii. Compliance requirement of product development listed out and interpreted

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			iii. Meticulous on the job iv. Adhere to procedure v. Knowledgeable in products vi. Meticulous on the job			
2. Carry out market analysis	i. Source of market information ii. Market trend iii. Product/services offered in the open market iv. Market analysis technique such as; <ul style="list-style-type: none"> • SWOT analysis (Strengths, weaknesses, opportunities and threats) • TOWS Matrix (Threats, opportunities, weaknesses and strengths) • Situational analysis v. Operating market vi. Target market			7 hours	Lecture	i. Various source of market information explained ii. Procedure to obtain market information demonstrated iii. Systematic evaluation market trend analysis technique explained iv. Cooperative analysis demonstrated according to correct procedure
		i. Determine source of		10 hours	Demonstration	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		market information ii. Obtain market information iii. Apply systematic evaluation market trend iv. Execute cooperative analysis	<u>Attitude:</u> i. Knowledgeable in products ii. Meticulous on the job iii. Ensure in data analysis		& Observation	
3. Carry out product/ services market testing	i. Procedure market testing ii. Types of test market iii. Checklist market testing iv. Types of survey v. Product prototyping technique vi. Product and packaging design			7 hours	Lecture	i. Technique to produce a physical prototype or mock-up listed out and described ii. Testing of product (and its packaging) in typical usage situations demonstrated iii. Procedure to conducts focus group customer interviews demonstrated iv. Procedure to
		i. Produce a physical prototype or mock-up ii. Test the product (and its packaging) in typical usage situations iii. Conducts customer survey iv. Make adjustment where necessary		17 hours	Demonstration, Observation & Practical	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		v. Execute an initial run of the product vi. Determine types of test market such as: <ul style="list-style-type: none"> • Standard test market • Controlled test market • Simulated test market 	<u>Attitude:</u> i. Details in recording data ii. Adhere to procedure			carry out an initial run of the product explained v. Types of test market listed out and interpreted
4 Carry out product/ services commercialization	i. Product/services life-cycle strategies ii. Market testing result iii. Product/services characteristic <ul style="list-style-type: none"> • Quality level • Product features • Product design • Product safety 			7 hours	Lecture	i. Procedure to determine right timing to introduce new product explained ii. List of area of market determined and described according to product suitability
		i. Determine right time to introduce new product ii. Determine area of market iii. Identify target user iv. Determine brand of product v. Determine product packaging		17 hours	Demonstration, Observation & Practical	iii. Procedure to identify target user explained based on market and product analysis

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> vi. Determine product labeling vii. Determine product characteristics 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Details in recording data ii. Adhere to procedure 			<ul style="list-style-type: none"> iv. Procedure to determine brand of product, product packaging and product labeling explained v. Product characteristics listed out according to product specification
5 Prepare product /services management report development	<ul style="list-style-type: none"> i. Report writing skill ii. Types of report format iii. Procedure to submit report iv. Dash board application software 			7 hours	Lecture	i. Product management report development produced according to correct format
		<ul style="list-style-type: none"> i. Determine report format ii. Confirm report content iii. Prepare report according to company standard format iv. Submit report to superior v. Using dash boarding utilities to propose & produce report 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Good and meticulous in writing report 	17 hours	Demonstration, Observation & Practical	

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Product service report	1:1
2. Format report	1:1
3. Market testing result	1:1
4. Source of market information	1:1
5. Market trend report	1:1
6. Organisational procedure	1:1
7. Product development schedule	1:1
8. Product development budget	1:1
9. Customer needs requirement checklist	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area		ENTREPRENEURSHIP								
Noss Title		MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title		SALES AND MARKETING MANAGEMENT								
Learning Outcome		<p>The outcome of this competency is to ensure that all the activities involved in business operation activities are effectively coordinated and supported and also ensuring timely delivery for customer /client satisfaction. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Perform customer management • Perform marketing management • Perform sales management • Perform brand management 								
Competency Unit Code		FB-022-4:2012-C04	Competency Type	Core	Level	4	Training Duration	180	Credit Hours	18
Work Activities	Related Knowledge	Related Skills		Attitude / Safety / Environmental		Training Hours	Delivery Mode	Assessment Criteria		
1. Perform customer management	i. Procedures of customer management ii. Public relation activities iii. Database of customer iv. Technique to identify customer feedback on delivered product/services v. Complaint management					20 hours	Lecture	i. Public relation activity on activities explained ii. Company procedure on customer database explained iii. Complaint and feedback from customer interpreted		

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Obtain company's policies and procedure on client management ii. Obtain and interpret company's policies and procedures on public relation iii. Obtain database of customers iv. Determine customer's feedback on delivered product/services v. Assess complaints from customer vi. Resolve customer complaint by coordinating with relevant parties 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Maintain high level of professionalism ii. Thorough in vetting critical documents 	30 hours	Demonstration & Project	iv. Procedure to resolve complaint explained according to company procedure
2. Perform marketing management	<ul style="list-style-type: none"> i. Marketing management ii. Procedure to prepare marketing plan iii. Product development activities iv. Market segmentation v. Methods of product marketing 			20 hours	Lecture	<ul style="list-style-type: none"> i. Company marketing plan explained according to company procedure ii. Analysis on product

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> vi. Procedure of comparison analysis vii. Procedure to calculate product costing viii. Total supply and demand ix. Compile marketing documentation and collateral x. Types of marketing collateral 					<ul style="list-style-type: none"> competitors executed based on determined procedure iii. Product costing calculated according to correct technique iv. Marketing documentation and collateral prepared according to requirements
		<ul style="list-style-type: none"> i. Determine marketing plan for each product ii. Determine competitor's product pricing and product specifications iii. Compare company's product pricing and product specification with competitor's iv. Calculate product costing v. Determine supply and demand of product according to requirements vi. Determine high and low sales season based on sales records vii. Compile marketing documentation and collateral 		30 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Maintain high level of professionalism ii. Maintain integrity at all times in resolving the conflicts iii. Thorough in vetting critical documents			
3. Perform sales management	i. Sales techniques ii. Sales operation management iii. Procedure to develop sales team iv. Sales performance analysis			10 hours	Lecture	i. Organisation of sales team explained according to job description ii. Target market/customer determined according to market and product analysis findings
		i. Determine procedure to organise sales team ii. Determine target market/customer iii. Produce tasking/schedule of sales activities iv. Coordinate sales activities with sales team v. Execute sales activities vi. Assess sales		20 hours	Demonstration & Project	iii. Sales activity coordinated efficiently based on marketing plan iv. Sales activity listed out by interpreting

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		performance	<u>Attitude:</u> i. Maintain high level of professionalism ii. Thorough in vetting critical documents			tasking/schedule v. Assessment of sales performance executed based sales record
4 Perform brand management	i. Product branding management ii. Concept of brand management iii. Methods of product advertisement iv. Procedure to register product pattern and design v. Procedure to check market acceptance on product			20 hours	Lecture	i. Concept of brand management explained ii. Procedure of registration for product patterning and design explained iii. Product branding strategy explained
		i. Determine concept of brand management ii. Determine methods of product advertisement iii. Determine procedure to register product pattern and design iv. Produce product branding strategy v. Coordinate product branding activities based on product		30 hours	Demonstration & Project	iv. Procedure to carry out product branding activities effectiveness demonstrated based on market acceptance report

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		branding strategy vi. Assess market acceptance	<u>Attitude:</u> i. Maintain high level of professionalism ii. Thorough in vetting critical documents iii. Effective decision-making iv. Courtesy and respect			

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	<ol style="list-style-type: none">1. Communication skills2. Conceptual skills3. Interpersonal skills4. Learning skills5. Leadership skills6. Multitasking and prioritizing7. Self-discipline8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Product branding	1:1
2. Marketing product	1:1
3. Sales brochures and other printed product information	1:1
4. Visual aids	1:1
5. Web content	1:1
6. Sales scripts	1:5
7. Demonstration scripts	1:1
8. Product data sheets	1:1
9. Product white papers	1:1
10. Complimentary packing slips	1:1
11. Business cards	1:1
12. Letterhead	1:1
13. Procedures of client management	1:1
14. Database of customer	1:1
15. Procedure to prepare marketing plan	1:1
16. Procedure of comparison analysis	1:1
17. Procedure to calculate product costing	1:1
18. Marketing documentation and collateral	1:1

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4. Sales Management: Analysis and Decision Making By Thomas N. Ingram, Raymond W. LaForge, Ramon A. Avila, Michael R. Williams. 8th edition. ISBN 978-0-7656-2640-0
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area	ENTREPRENEURSHIP								
Noss Title	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title	FINANCIAL MANAGEMENT								
Learning Outcome	<p>The outcome of this competency is to ensure that all the activities involved in financial activities are effective in ensuring short, medium and long term sustainability of the company. Upon completion of this competency unit, trainees will be able to :-</p> <ul style="list-style-type: none"> • Manage business financial activities • Manage company's financial health • Manage business investment • Prepare financial plan • Administer taxation matters 								
Competency Unit Code	FB-022-4:2012-C05	Competency Type	Core	Level	4	Training Duration	200	Credit Hours	20

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Manage business financing activities	i. Company's business plan ii. Capital expenditure (CAPEX) requirement iii. Business operational expenditure (OPEX) iv. Financial institutions' information compiled v. Types of business funding such as; <ul style="list-style-type: none"> • Bank loans • Government assisted funding 			15 hours	Lecture	i Business funding requirement compiled ii Financial institutions' / Government Assisted funding information compiled iii Business funding proposal submitted

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Investor funding vi. Business funding requirements which include: <ul style="list-style-type: none"> • Purpose of funding • Maximum amount required • Preferred type of funding • Collateral • Corporate guarantee vii. Financial institutions approval hierarchy 					according to financial institution's / Government Grants Agencies (funding organizations) requirement iv Approval from funding organizations obtained.
		<ul style="list-style-type: none"> i. Acquire company's business plan ii. Interpret business plan iii. Determine business capital expenditure (CAPEX) requirement iv. Determine business operational expenditure (OPEX) v. Determine business funding requirement vi. Prepare funding proposal as per financial organizations procedures and formats. vii. Liase with financial institutions for approval viii. Negotiation skills 		25 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Meticulous in preparing proposal ii. Ensure professionalism at all times in negotiating with financial institutions personnel			
2. Manage company's financial health & wealth	i. Company's financial history information such as; <ul style="list-style-type: none"> • Audited Report • Company's annual report ii. Ratio Analysis iii. Financial ratios which include; <ul style="list-style-type: none"> • Liquidity Ratios • Leverage Ratios • Operating Ratios • Profitability Ratios 			15 hours	Lecture	i. Financial Ratios analysed to recognised company's vital statistics which include liquidity, profitability, debt payment ability and operation efficiency ii. CAPEX and OPEX monitored & control according to company's budget
		i. Acquire Financial Reports which include ; <ul style="list-style-type: none"> • Balance Sheet • Income Statements • Cash Flow Statements • Profit & Loss Statement ii. Calculate Financial		25 hours	Demonstration & Project	iii. Cash flow adjusted according to current business operation and financial status

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		Ratios iii. Interpret Financial Ratios iv. Assess CAPEX and OPEX utilization	<u>Attitude:</u> i. Maintain confidentiality at all times ii. Ensure professionalism at all times in negotiating with financial institutions personnel			
3. Manage business investment	i. Category of investment such as; <ul style="list-style-type: none"> • Real estates • Stocks • Land • Commercial (trade) • Industrial ii. Technique of investment appraisal iii. Macro & micro economy iv. Concept of management accounting			15 hours	Lecture	i. Current investment portfolios analysed to determine the performance of investment ii. Outcome of the analysis synthesized for Board of Directors (BOD) decision iii. New potential investment proposed to BOD for approval
		i. Examine company's current investment portfolios which		25 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		include; <ul style="list-style-type: none"> • Real estates • Stocks & shares • Land • Commercial (trade) • Industrial ii. Determine ROI (Return on Investment) of potential new investments. iii. Determine the duration of investment iv. Prepare investment proposal for Board of Directors approval	<u>Attitude:</u> <ul style="list-style-type: none"> i. Maintain confidentiality at all times ii. Ensure professionalism at all times in negotiating with financial institutions personnel 			
4. Prepare financial plan	i. Revenue forecasting technique <ul style="list-style-type: none"> • IRR (Internal rate of return) • NPV (Net present value) • Discounted Value ii. Resources development			15 hours	Lecture	i. Financial statements Interpreted ii. Government Tax Relieve scheduled Interpreted iii. Financial

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	analysis iii. Cost estimation iv. Cost comparison v. Incremental cost analysis vi. Cost benefit analysis vii. Concept of cost accounting					documentation submitted for payment process
		i. Monitor financial performance ii. Determine the optional cash balance iii. Produce financial reporting analysis , <ul style="list-style-type: none"> ▪ statement of net assets ▪ statement of activities ▪ fund level statement iv. Analyse financial condition v. Estimate debt capacity vi. Resolve financial risk of revenue loss	<u>Attitude:</u> i. Meticulous in preparing proposal ii. Meticulous in analyzing financial statement	25 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Administer taxation matters	i. List of certified Tax auditors ii. Taxation strategies adopted according to company's financial strategy and corporate governance policies iii. Tax evaluation documentation and forms of Lembaga Hasil Dalam Negeri (LHDN) iv. Tax payment scheduled of LHDN v. Tax rebate such as <ul style="list-style-type: none"> • <i>Zakat</i> • <i>Wakaf</i> • Corporate Social Responsibility vi. Concept of auditing			15 hours	Lecture	i. Certified Tax auditor appointed according to company procedure. ii. Financial statements reviewed according to taxation requirements. iii. Taxation strategies determined. iv. Tax evaluation submitted to authority (LHDN) according to procedure.
		i. Appoint Certified Tax auditor ii. Interpret financial statements iii. Interpret Government Tax Relieve scheduled iv. Asses tax evaluation prepared by tax auditor v. Determine tax strategies based on tax evaluation prepared by tax auditor vi. Verify tax evaluation		25 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		submission documentation vii. Coordinate with Chief Financial Officer for submission and payment process	<u>Attitude:</u> i. Maintain confidentiality at all times			

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer system	1 : 1
2. Cash flow statement	1 : 1
3. Profit & Loss (P&L) statement	1 : 1
4. Balance sheet statement	1 : 1
5. A/P Ageing report	1 : 1
6. Business funding proposal	1 : 1
7. Company's financial history	
• Audited Report	1 : 1
• Company's annual report	1 : 1
8. Tax evaluation document	1 : 1
9. Financial accounts standards	1 : 1
10. Generally accepted accounting principles	1 : 1
11. Government wide financial report system	1 : 1
12. Office management and budget	1 : 1
13. Statement of Budgetary Resources	1 : 1
14. Statement of Changes in Operations and Net Position	1 : 1
15. Standard form	1 : 1
16. Statement of Financial Accounting Standards	1 : 1
17. Standard Operating Procedure	1 : 1
18. Treasury's Central accounting and Reporting System	1 : 1
19. Treasury Financial Manual	1 : 1

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2. Eugene F. Brigham & Joel F. Houston (2009) Fundamentals of Financial Management, South-Western College Pub, ISBN-13:978-0324597707
3. Sheridan J Titman, John D. Martin & Arthur J. Keown (2011), Financial Management: Principles and Applications, Prentice Hall, ISBN-13: 978-0132340359
4. Stanley Block , Geoffrey Hirt & Bartley Danielsen (2010), Foundations of Financial Management, 14th Edition, McGraw-Hill/Irwin, ISBN-13: 978-0077454432

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area		ENTREPRENEURSHIP								
Noss Title		MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title		ACCOUNTING MANAGEMENT								
Learning Outcome		<p>The outcome of the CU is to ensure that all the activities involved in accounting activities are carried out according to company's policies, regulation, accounting procedures and financial strategy. The person who is competent in this CU shall be able to:-</p> <ul style="list-style-type: none"> • Review accounting statements • Perform credit management • Review company's accounts ledger/ journals 								
Competency Unit Code		FB-022-4:2012-C06	Competency Type	Core	Level	4	Training Duration	120	Credit Hours	12
Work Activities	Related Knowledge	Related Skills		Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria		
1. Review accounting statements	i. Accounting period of twelve(12) months duration ii. Cash flow statement iii. Profit & Loss (P&L) statement iv. Balance sheet statement v. Procedures to acquire accounting statements vi. Accounting statements review format vii. Techniques of interpreting accounting					16 hours	Lecture	i. Types of account statement listed out ii. Procedures of acquiring accounting statements explained correctly iii. Procedures of interpreting account statement		

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	statements					explained correctly
		<ul style="list-style-type: none"> i. Determine accounting period ii. Acquire Cash flow statement iii. Acquire Profit & Loss (P&L) statement iv. Acquire Balance Sheet statement v. Interpret cash flow statement vi. Interpret Profit & Loss (P&L) statement vii. Interpret Balance Sheet statement viii. Compare accounting statements with previous year ix. Determine trend of company's accounts for the last five years x. Compile outcome of the accounting statements analysis. 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in interpreting accounting statements ii. Ensure arithmetical accuracy in 	24 hours	Demonstration & Project	<ul style="list-style-type: none"> iv. Techniques of interpreting accounting statements determined v. Comparison of accounting statement with previous years report executed meticulously vi. Results of the analysis documented

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			calculating the accounting figures			
2. Perform credit management	<ul style="list-style-type: none"> i. A/P Ageing report ii. Customers payment mode iii. Vendors payment mode iv. Guideline on credit management strategies 			16 hours	Lecturer	<ul style="list-style-type: none"> i. Technique of interpreting ageing reports listed out ii. Ageing report of Accounts Receivable (A/R) and Accounts Payable (A/P) interpreted based on accounting procedures
		<ul style="list-style-type: none"> i. Examine accounts receivable (A/R) . ii. Examine Account Payable (A/P) ageing report iii. Reassess customer collection mode iv. Reassess vendors payment mode v. Interpret guidelines on credit management strategies vi. Work out a new or enhanced collection strategy vii. Work out a new or enhanced payment strategy viii. Document the findings of the company's collection and payment status 		24 hours	Demonstration & Project	<ul style="list-style-type: none"> iii. Proposal for new or enhanced client's collection and vendor's payment strategy prepared according to company's format iv. Results of the company's credit analysis documented

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Meticulous in interpreting accounting statements ii. Ensure arithmetical accuracy in calculating the accounting figures iii. Update all data and information in the ledger accurate			according to company procedures
3. Review company's accounts ledger/journals	i. Financial statement ii. Subsidiary ledgers iii. Special journal iv. Cash receipt journal v. Accounts receivable control account and subsidiary ledger vi. Purchase journal vii. Cash payment journal viii. Account payable control account & subsidiary ledger			16 hours	Lecturer	i. Financial statement integrated and verified ii. Balance of account verified iii. Account report interpreted iv. Revised information recorded and updated
		i. Verify financial statements ii. Verify each one balance in the account		24 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>statement concur with a balance in the general ledger</p> <p>iii. Determine all accounts reports submitted to the regulatory agency since the last examination are accurate</p> <p>iv. Review the entries in the provision for loss account</p>	<p><u>Attitude:</u></p> <p>i. Meticulous in interpreting accounting statements</p> <p>ii. Ensure arithmetical accuracy in calculating the accounting figures</p> <p>iii. Update all data and information in the ledger</p>			

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer system	1 : 1
2. Cash flow statement	1 : 1
3. Profit & Loss (P&L) statement	1 : 1
4. Balance sheet statement	1 : 1
5. Procedures to acquire accounting statements	1 : 1
6. Accounting statements review format	1 : 1
7. A/P Ageing report	1 : 1
8. Guideline on credit management strategies	1 : 1
9. Financial institutions' information	1 : 1
10. Business funding proposal	1 : 1
11. Company's financial history	1 : 1
• Audited Report	
• Company's annual report	
12. Tax evaluation document	1 : 1

References

REFERENCES

1. Eugene F. Brigham & Michael C. Ehrhardt (2007), Financial Management: Theory & Practice (with Thomson ONE - Business School Edition 1, South-Western College Pub, ISBN-13: 978-0324422696
2. Eugene F. Brigham & Joel F. Houston (2009) Fundamentals of Financial Management, South-Western College Pub, ISBN-13:978-0324597707
3. Sheridan J Titman, John D. Martin & Arthur J. Keown (2011), Financial Management: Principles and Applications, Prentice Hall, ISBN-13: 978-0132340359
4. Stanley Block, Geoffrey Hirt & Bartley Danielsen (2010), Foundations of Financial Management, 14th Edition, McGraw-Hill/Irwin, ISBN-13: 978-0077454432

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area		ENTREPRENEURSHIP								
Noss Title		MICRO & & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title		LOGISTIC MANAGEMENT								
Learning outcome		<p>The person who is competent in this CU shall be able to that all the activities involved in logistic coordination activities are carried out on efficiently to ensure the sustainability of the company. Upon completion of this competency unit, trainees will be able to :-</p> <ul style="list-style-type: none"> • Perform transportation management • Perform human resources deployment • Perform inventory management 								
Competency Unit Code		FB-022-4:2012-C07	Competency Type	Core	Level	4	Training Duration	120	Credit Hours	12
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria				
1. Perform transportation management	i. Organisation's procedure ii. Transportation procedure iii. Logistic procedure iv. Mode of Transportation; ▪ Air ▪ Rail ▪ Road ▪ Ship v. Types of goods ▪ rival & nonrival good ▪ excludable &			16 hours	Lecture	i. Procedures involving transportation management and logistics management explained clearly ii. Transportation requirements including mode of transportation and vendors listed out and selected according to company				

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>non-excludable good</p> <ul style="list-style-type: none"> ▪ public good ▪ private good ▪ club good ▪ common-pool resource <p>vi. Transportation requirement :</p> <ul style="list-style-type: none"> ▪ Route ▪ Packaging ▪ Transportation <p>vii. Logistic requirement includes,</p> <ul style="list-style-type: none"> ▪ Type of transportation ▪ List of materials <p>viii. Logistical documentation</p> <p>ix. Category of logistic vendors;</p> <ul style="list-style-type: none"> ▪ Types of goods condition ▪ Goods delivery procedure <p>x. Goods receiving procedure</p>					<p>procedure</p> <p>iii. Coordination of good's transportation executed efficiently by referring to company's policies and procedures</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine organisation's procedure ii. Determine transportation management procedure iii. Determine Logistic management procedure iv. Determine mode of Transportation; v. Select mode of Transportation vi. Determine transportation requirement vii. Determine vendors requirement viii. Examine condition of goods ix. Prepare report on logistic activities carried out x. Confirm condition of goods to be delivered 		24 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Meticulous in preparing document ii. Attention to detail in perusing document iii. Precise in method of transportation iv. Ensure goods delivered			
2. Perform human resources deployment	i. List of staff ii. Staff job function iii. Competencies of job function iv. Deployment procedures v. Scheduling technique vi. Scheduling format vii. Location of deployment viii. Operational plan			16 hours	Lecture	i. Staff records reviewed thoroughly to determine suitable personnel to perform determined task ii. Procedure on selecting staff to perform the jobs explained correctly iii. Company's operational planning interpreted correctly by referring to planning document
		i. Determine list of staff ii. Determine staff job function iii. Determine competencies of job function iv. Determine		24 hours	Demonstration & Project	iv. Staff utilization and deployment scheduling

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		deployment procedures v. Determine Scheduling format vi. Prepare operation schedule and staff tasking vii. Determine Location of deployment viii. Interpret Operational plan ix. Execute manpower deployment	<u>Attitude:</u> i. Analytical mind in reviewing operational schedule ii. Analytical mind in operation schedule			prepared according to suitable format v. Arrangement of staff deployment carried out efficiently according to company procedure
3. Perform inventory management	i. Inventory management procedure ii. Inventory control iii. List of Inventory Tools, Equipment and Materials			16 hours	Lecture	i. Company procedure on inventory management explained correctly ii. List of stock

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> iv. Tools, Equipment and Materials condition v. List of stock vi. Procedure to check stock vii. Stock purchasing procedures 					<ul style="list-style-type: none"> determined by perusing inventory records iii. Current stock level confirmed by executing inspection iv. Company's purchasing procedure obtained and explained
		<ul style="list-style-type: none"> i. Determine company's procedure ii. Determine list of tools, equipment and materials iii. Examine condition of tools, equipment and materials iv. Endorse condition of tools, equipment and materials v. Determine list of stocks vi. Examine list of stock vii. Endorse list of stock viii. Determine purchasing procedure ix. Examine stock purchased x. Compare stock 		24 hours	Demonstration & Project	<ul style="list-style-type: none"> v. Confirmation of purchasing records carried out correctly according to procedure

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>purchased against list of stock ordered</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Accuracy in inventory procedure ii. Accuracy in analytical iii. Systematic in determining type of tool, equipment and materials iv. Efficient in control of stock v. Adhere in rules and regulation 			

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Logistic procedure 2. Transportation requirement document 3. Goods delivery procedure 4. Deployment procedures 5. Operational plan 6. Inventory management procedure 7. Stock purchasing procedures	1 : 1 1 : 1 1 : 1 1 : 1 1 : 1 1 : 1 1 : 1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area	ENTREPRENEURSHIP								
Noss Title	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title	EMPLOYEES MANAGEMENT								
Learning Outcome	<p>The outcome of this competency is to ensure that human resource, is managed, trained and motivated at the highest level of employees' expectation and satisfaction. Upon completion of this competency unit, trainees will be able to :-</p> <ul style="list-style-type: none"> • Identify employees management requirements • Prepare manpower requirement plan • Carry out employees interview session • Conduct training need analysis • Prepare training program • Conduct employees performance appraisal • Evaluate employees management activities • Prepare employees management report 								
Competency Unit Code	FB-022-4:2012-C08	Competency Type	Core	Level	4	Training Duration	130	Credit Hours	13

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Identify employees management requirements	i. Company policy and procedure on employees management ii. Related labour law and their enforcement, such as; <ul style="list-style-type: none"> • Industrial Relation (IR) Act • Employment Act 1955 (Amendment 1981) 			6 hours	Lecture	i. Company SOP on employees management interpreted ii. Related law and their enforcement area determined and explained iii. Scope of work

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • The Wages Councils act (1947) • The Workmen's Compensation Act 1952) • The Employee Social Security Act (SOCSO) (1969) • The Occupational Safety and Health Act (1994) • The Factories and Machinery Act (1967) • The Children and Young (Employment) Act (1966) • The Employment (Restriction) Act (1968) • The Trade Unions Act (1959) • Pembangunan Sumber Manusia Bhd. Act 2001 • National Skills Development Act (2006) NASDA • Foreign worker management Employment Act (1955) <p>iii. Organisation chart</p>					<p>on employees management listed out and explained</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	iv. Organisation behaviour					
		i. Obtain company's policy on employees management ii. Obtain company's employees management SOP iii. Determine scope of work on employees management	<u>Attitude:</u> i. Meticulous in interpreting SOP ii. Accurate in obtain document	8 hours	Demonstration & Project	
2. Prepare manpower requirement plan	i. Organisation's business and expansion planning ii. Procedure on conducting job analysis iii. Procedure to prepare job description iv. Promotion of employees v. Succession plan of employees vi. Talent management vii. Retirement plan for employees viii. Foreign workers recruitment policies and procedure			6 hours	Lecture	i. Business plan and expansion plan of company interpreted ii. Job description produced according to job scope iii. Manpower requirement plan proposal prepared according to correct format and requirements
		i. Execute departmental job analysis ii. Prepare job specification of each		10 hours	Demonstration & Project	iv. Proposal articulately

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		job title iii. Produce departmental manpower requirement plan proposal iv. Present manpower requirement plan for approval v. Follow foreign workers recruit policies and procedures (if required)	<u>Attitude:</u> i. Meticulous in preparing proposal ii. Shapes strategic thinking			presented to stakeholder
3. Carry out employees interview session	i. Recruitment and selection process ii. Technique of collecting information on applicant iii. Application form and curriculum vitae/ resume iv. Interviewing skills v. Issues and problems relating to recruitment and selection vi. Procedure of preparing contract of employment vii. Employees induction activities			4 hours	Lecture	i. Specification of job requirements identified according to organization requirement. ii. The best quality candidates on interview determined by analysing candidate profile iii. Employee interview

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine specification of job requirements ii. Determine type of candidates iii. Shortlist the final candidates iv. Determine interview session details such as location and number of candidates v. Peruse candidate profile vi. Assess candidate quality based on established criteria vii. Proposed selected candidate to human resource personnel 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Hospitable in conducting interview session ii. Behave professionally iii. Apply effective interviewing skills iv. Clarify ambiguities 	6 hours	Demonstration, Observation & Practical	session demonstrated by applying correct interviewing skills
4 Conduct training need analysis	<ul style="list-style-type: none"> i. Training Needs Analysis (TNA) ii. Procedure to conduct (TNA) 			4 hours	Lecture	<ul style="list-style-type: none"> i. Employees performance problem determined by

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	iii. Types of training required for employees					interpreting feedbacks and performance appraisal report
		i. Determine Training Needs Analysis (TNA) session requirement ii. Procedure to conduct TNA iii. Determine staff performance iv. Determine development requirement v. Prepare TNA session report	<u>Attitude:</u> i. Meticulous in retrieving statement ii. Meticulous in selecting place iii. Firm in decision making iv. Analytical mind in assessing manpower information v. Analytical mind in problem identification vi. Detail in strategy/focus vii. Precise in target requirement	7 hours	Demonstration, Observation & Practical	ii. Employees development requirements listed out according to job responsibilities requirements iii. Employees training program proposal prepared according to correct format

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5 Prepare training program	i. Types of training programme such as <ul style="list-style-type: none"> • Competency Based Training • Customised training ii. Setting training objective iii. Designing training program iv. Procedure to prepare employees training program v. Content and format of training proposal vi. Evaluation of training program effectiveness vii. Induction of foreign workers			14 hours	Lecture	i. Training objectives determined according to training requirements ii. Training program by identifying the content and methods of training produced according to correct format iii. Training evaluation methods to achieve training objective listed out
		i. Determine types of training programme ii. Determine procedure to prepare employees training program iii. Determine content and format of training proposal iv. Determine evaluation criteria of training program effectiveness v. Write training program proposal	<u>Attitude:</u> i. Meticulous and detail in preparing	27 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			training program proposal ii. Analytical mind in assessing manpower information iii. Analytical mind in problem identification			
6 Conduct employees performance appraisal	i. Managing employee performance ii. Specification of performance criteria iii. Frequency of appraisal iv. Types of appraisal methods v. Appraisal interview session vi. Employees performance evaluation session vii. Key performance indicator (KPI) viii. Key Result Area (KRA)			4 hours	Lecture	i. Company's appraisal policy and procedures interpreted ii. Procedure to determine performance KPI explained iii. Procedure to determine KRA on organisation explained iv. Employees performance appraisal session demonstrated by applying correct interviewing technique and ethics
		i. Obtain and interpret company's appraisal policy and procedures ii. Determine criteria of performance appraisal iii. Determine individual objectives and goals iv. Determine list of employees v. Execute employees		12 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		performance evaluation session vi. Determine Key Performance Indicators (KPI) and Key Result Area (KRA) for employees vii. Write employees appraisal session report	<u>Attitude:</u> i. Creative and knowledgeable in conducting employees performance appraisal session			
7 Evaluate employees management activities	i. Employees grievances handling ii. Dismissal of misconduct iii. Dismissal of poor performance iv. Procedure to evaluate company performance v. Rewards and compensation			4 hours	Lecture	i. Procedure to obtain employees complaint and grievances explained according to procedure ii. Employees complaint and grievances assessment executed to identify problem solving methods
		i. Obtain employees feedback report ii. Assess employees complaint and grievance report iii. Resolve employees issues by coordinating with various parties		7 hours	Demonstration, Observation & Practical	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		iv. Determine overall employees performance level	<u>Attitude:</u> i. Meticulous and detail in preparing report			iii. Procedure to resolve employees complaint and grievance explained iv. Employees performance level concluded according to internal and external feedback
8 Prepare employees management report	i. Procedure to prepare employees management report ii. Organisation's procedure on report writing iii. Maintain confidentiality on employees personnel records and reports			4 hours		i. Employees management report produced according to correct format
		i. Determine procedure and format to prepare employees management report ii. Write employees management report iii. Submit and present employees management report to stakeholders		7 hours	Demonstration, Observation & Practical	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Meticulous in preparing employees management report ii. Preserve confidentiality in the conduct of reporting			

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate employeesing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Company procedure 2. Organisation structure 3. Training Need Analysis proposal 4. Employees profile 5. Job description 6. Employees performance report 7. Employees Key Performance Index 8. Annual Reports for Multiple Employer Welfare Arrangements (MEWAs) and Certain Entities Claiming Exception (ECEs). 9. Summary Plan Descriptions (SPDs) and Summary of Material Modifications (SMMs)	1:1 1:1 1:1 1:1 1:1 1:1 1:1 1:1 1:1 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	SME (SMALL & MEDIUM ENTREPRENEUR) BUSINESS								
Job Area	ENTREPRENEURSHIP								
Noss Title	MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT								
Competency Unit Title	PROJECT MANAGEMENT								
Learning Outcome	<p>The outcome of this competency is to ensure that all the activities involved in project management are carried out efficiently to enhance the company's image in delivering product/services and to ensure the sustainability of the company. Upon completion of this competency unit, trainees will be able to :-</p> <ul style="list-style-type: none"> • Identify project scope • Prepare project planning • Prepare project budget • Manage project implementation • Prepare project management report 								
Competency Unit Code	FB-022-4:2012-C09	Competency Type	Core	Level	4	Training Duration	100	Credit Hours	10
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria			
1. Identify project scope	i. Project requirements ii. Current user problems iii. Current user needs iv. Current user business requirements constraints v. Company's SOP vi. Documentation procedure and format vii. Project definition viii. Type of project			5 hours	Lecture	i. Project requirements including user requirements, budget requirements and technical specification requirements defined based on project specification			
		i. Determine project requirements ii. Determine user		7 hours	Demonstration & Project	ii. Procedure to carry out requirement			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		requirements iii. Determine project budget iv. Requirement analysis report v. Determine size of project vi. Determine management requirements vii. Identify system requirements viii. Interpret project development proposal	<u>Attitude:</u> i. Meticulous in information gathering activity ii. Pro-active in information gathering activity			analysis demonstrated and findings of analysis documented iii. Interpretation of project development proposal executed
2. Prepare project planning	i. Project activities i. Project scheduling application software ii. Logical sequence of activities iii. Critical path and dependencies iv. Critical path analysis method			9 hours	Lecture	i. List of resources for project explained according to project requirements ii. Organisation of project development team executed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Allocate resources as per project requirement ii. Select team members iii. Analyse business requirements iv. Analyse resources requirements v. Verify resources requirements vi. Determine facilities requirements vii. Determine material requirements viii. Prepare project implementation plan 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in preparing project planning iii. Pro-active in information gathering activity 	14 hours	Demonstration & Project	<ul style="list-style-type: none"> based on organisation procedure iii. Types of facilities required for project implementation determined according to project requirements iv. Types of materials required for project implementation listed out according to project requirements v. Project implementation plan produced according to correct format
3. Prepare project budget	<ul style="list-style-type: none"> i. Indirect Costs ii. Facilities & Administrative Costs iii. Manpower cost iv. Materials and equipment costs 			9 hours	Lecture	<ul style="list-style-type: none"> i. Estimation of project cost executed according to project requirements and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Estimate project budget according to project stage ii. Review approved budget to carry out work as per scheduled iii. Obtain approval for any project variation before initiation the work as per scheduled iv. Monitor project activities v. Provide details of project budget 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in preparing project budget ii. Thorough in data input iii. Accuracy in selecting particular document 	14 hours	Demonstration & Project	<ul style="list-style-type: none"> standard calculation formula ii. Determined project variation presented articulately to higher management for approval iii. Details in project budget listed out and explained
4. Manage project implementation	<ul style="list-style-type: none"> i. Scope management ii. Schedule management iii. Budget management iv. Quality management v. Team information management vi. Risk management vii. Contract management viii. Government project 			9 hours	Lecture	<ul style="list-style-type: none"> i. Procedure to carry out project management explained ii. Tasking delegation and supervision on delegated work demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	implementation ix. Project definition					iii. Criteria of project quality standard list out and explained iv. Monitoring of project implementation demonstrated by following work schedule v. Procedure to conduct effective project meeting demonstrated
		i. Execute project work according to project objectives ii. Conduct work according to project schedule iii. Follow project quality standard iv. Administer project development team v. Conduct project meeting	<u>Attitude:</u> i. Pro-active in conducting project activity ii. Manage relationship with project stakeholder iii. Ensure good rapport with project stakeholder	14 hours	Demonstration & Project	
5. Prepare project management report	i. Procedure to prepare project report ii. Report writing technique			9 hours	Lecture	i. Project management report produced according to the standard format
		i. Obtain project report information ii. Compile project report		10 hours	Demonstration & Project	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		content iii. Examine project report contents iv. Produce project report	<u>Attitude:</u> i. Meticulous in information gathering activity ii. Pro-active in information gathering activity			

Employability Skills

Core Abilities	Social Skills
04.08 Develop and negotiate staffing plan 04.09 Repair project/ work plans 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/ or authority 05.05 Coordinate contract and tender activities	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Project requirements tools	1:1
2. Current user business requirements	1:1
3. Company's sop	1:1
4. Project documentation	1:1
5. Project schedule and plan activities	1:1
6. Project report	1:1
7. Computer System	1:1
8. Project Management Software	1:1
	1:1

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CONTACT HOUR DISTRIBUTION FOR ; MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT

CU NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	GUIDED		TOTAL (HRS)	CREDIT HOURS
			RELATED KNOWLEDGE	RELATED SKILL		
FB-022-4:2012-C01	CORPORATE AFFAIRS MANAGEMENT	Administer legal affairs matters	10	15	160	16
		Perform business incorporation	15	20		
		Administer company's secretarial matters	15	15		
		Perform government authority liaison	20	15		
		Perform corporate relations management	15	20		
		TOTAL HOURS	75	85		
FB-022-4:2012-C02	BUSINESS OPERATION ADMINISTRATION	Perform utilities management	16	24	120	12
		Perform security management	16	24		
		Administer company's assets	16	24		
		TOTAL HOURS	48	72		
FB-022-4:2012-C03	PRODUCT/SERVICES MANAGEMENT	Carry out product/services concept development	11	20	120	12
		Carry out market analysis	7	10		
		Carry out product / services market testing	7	17		
		Carry out product / services commercialization	7	17		
		Prepare product/services management report	7	17		
		TOTAL HOURS	39	81		

CONTACT HOUR DISTRIBUTION FOR ; MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT

CU NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	GUIDED		TOTAL (HRS)	CREDIT HOURS
			RELATED KNOWLEDGE	RELATED SKILL		
FB-022-4:2012-C04	SALES AND MARKETING MANAGEMENT	Perform customer management	20	30	180	18
		Perform marketing management	20	30		
		Perform sales management	10	20		
		Perform brand management	20	30		
		TOTAL HOURS	70	110		
FB-022-4:2012-C05	FINANCIAL MANAGEMENT	Manage business financing activities	15	25	200	20
		Manage company's financial health	15	25		
		Manage business investment	15	25		
		Perform finance management	15	25		
		Adminitrator taxation matters	15	25		
		TOTAL HOURS	75	125		
FB-022-4:2012-C06	ACCOUNTING MANAGEMENT	Review accounting statements	16	24	120	12
		Perform credit management	16	24		
		Review company's accounts ledger/journal	16	24		
		TOTAL HOURS	48	72		

CONTACT HOUR DISTRIBUTION FOR ; MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT

CU NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	GUIDED		TOTAL (HRS)	CREDIT HOURS
			RELATED KNOWLEDGE	RELATED SKILL		
FB-022-4:2012-C07	LOGISTIC MANAGEMENT	Perform transportation management	16	20	100	10
		Perform human resources deployment	10	24		
		Perform inventory management	10	20		
		TOTAL HOURS	36	64		
FB-022-4:2012-C08	EMPLOYEES MANAGEMENT	Identify employees management requirements	6	8	130	13
		Prepare manpower requirement plan	6	10		
		Carry out employees interview session	4	6		
		Conduct training need analysis	4	7		
		Prepare training programme	14	27		
		Conduct employees performance appraisal	4	12		
		Evaluate employees management activities	4	7		
		Prepare employees management report	4	7		
		TOTAL HOURS	46	84		

CONTACT HOUR DISTRIBUTION FOR ; MICRO & SMALL ENTREPRENEURSHIP MANAGEMENT

CU NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	GUIDED		TOTAL (HRS)	CREDIT HOURS
			RELATED KNOWLEDGE	RELATED SKILL		
FB-022-4:2012-C09	PROJECT MANAGEMENT	Identify project scope	5	7	100	10
		Prepare project palnning	9	14		
		Prepare project budget	9	14		
		Manage project implementation	9	14		
		Prepare project management report	9	10		
		TOTAL HOURS	41	59		