Skills for Employment Investment Program (SEIP)

COMPETENCY STANDARD

FOR

FINANCE AND ACCOUNTING OUTSOURCING

(IT SECTOR)

Finance Division, Ministry of Finance
Government of the People's Republic of Bangladesh

Table of Contents

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The Competency Standard for Finance and Accounting Outsourcing (FAO) is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order for individuals who graduated through the established standard via competency-based assessment to be suitably qualified for a relevant job.

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List of Abbreviations

General	
BMET	Bureau of Manpower Employment and Training
B-SEP	Bangladesh Skills for Employment and Productivity
BTEB	Bangladesh Technical Education Board
DTE	Directorate of Technical Education
ILO	International Labor Organization
ISC	Industry Skills Council
NPVC	National Pre-Vocation Certificate
NTVQF	National Technical and Vocational Qualifications Framework
PPP	Public Private Partnership
SCDC	Standards and Curriculum Development Committee
SEIP	Skills for Employment Investment Program
TVET	Technical Vocational Education and Training
UoC	Unit of Competency
Occupation Specific	
BACCO	Bangladesh Association for Call Center and Outsourcing
FAO	Finance and accounting outsourcing
IT	Information technology
KPI	Key performance indicator
OHS	Occupational health and safety
PPE	Personal protective equipment
SOP	Standard operating procedure

Introduction

The Skills for Employment Investment Program (SEIP) Project of the Finance Division of the Ministry of Finance has embarked on a project which aims to qualitatively and quantitatively expand the skilling capacity of identified public and private training providers by establishing and operationalising a responsive skill ecosystem and delivery mechanism through a combination of well-defined set of funding triggers and targeted capacity support.

Among the many components of the project, one is to promote a Market Responsive Inclusive Skills Training Delivery programme. Key priority economic growth sectors identified by the government have been targeted by the project to improve current job skills along with up-skilling of the existing workforce to ensure 'required skills to industry standards'. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training programmes. Priority sectors were identified to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

This document is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A **competency standard** is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials

- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies

- encourage the development and delivery of flexible training which suits individual and industry requirements

- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of national and international subject-matter experts, SEIP, BTEB, ISC, and industry experts to identify the competencies required of an occupation in a particular sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. Competency standards acknowledge that people can achieve technical and vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title

- nominal duration

- unit code

- unit descriptor

- elements and performance criteria

- variables and range statement

- curricular content guide

- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity

- guide the assessor to determine whether the candidate is competent or not yet competent

Approval Sheet

Identification and validation of units of competency and elements for this occupation were made by experts within this sector. A series of meetings were held to accurately capture industry and employer needs and expectations, and develop the competency framework that would help to enhance the employability of the youth trained. This process started on 15 March 2018 and concluded with a validation workshop with working group on 24 May 2018.

Experts Involved

Industry and subject-matter experts who provided their valuable inputs to develop this competency standard [March – April 2018]:

Name	Organisation	Designation
Towhid Hossain	BACCO Fifo Technology Limited	Secretary General, Managing Director and CEO
Mr. Syed Asif Aziz	BACCO-SEIP Project	ACCA, CPA, CGA and Academic Expert FAO
Mokhlesur Rahman	Edison Group	Head of Corporate Planning & Audit Division, FCMA
Syed Nahid Hossain	SEIP-BACCO Project	Coordinator (F & P)
Mohammad Jashim Uddin	British Council - SD03	Manager Finance
David King	British Council - SD03	Team Leader
Mahbub Ul Huda	British Council - SD03	National Subject Matter Consultant - IT Sector

Development Workshop

Working group formation and competency standard development workshop participants [held on 26 April 2018]:

Name	Organisation	Designation
Syed Asif Aziz	BACCO-SEIP Project	ACCA, CPA, CGA and Academic Expert FAO
Mokhlesur Rahman	Edison Group	Head of Corporate Planning & Audit Division, FCMA
Lt Col Md. Mahtabul Haq, psc (Retd)	SEIP-BACCO Project	Chief Coordinator
Mohammad Jashim Uddin	British Council - SD03	Manager Finance
Syed Nahid Hossain	SEIP-BACCO Project	Coordinator (F & P)
Dr. Md. Shah Alam Mojumder	BTEB	Specialist (Course Accreditation)
Syed Nasir Ershad	SEIP	AEPD (Public 1)
Dr. Wazed Ali	British Council - SD03	Deputy Team Leader

Name	Organisation	Designation
Mahbub Ul Huda	British Council - SD03	National Subject Matter Consultant - IT Sector

Validation Workshop

Competency standard validation workshop participants [held on 24 May 2018]:

Name	Organisation	Designation
Towhid Hossain	BACCO Fifo Technology Limited	Secretary General, Managing Director and CEO
Syed Asif Aziz	BACCO-SEIP Project	ACCA, CPA, CGA and Academic Expert FAO
Mokhlesur Rahman	Edison Group	Head of Corporate Planning & Audit Division, FCMA
Mohsena Khanom	BD Com Online Limited	Business Analyst & Freelance Finance Consultant
Md. Rafiuddin Haque	ACCA Bangladesh	Assistant Business Development Manager
Lt Col Md. Mahtabul Haq, psc (Retd)	SEIP-BACCO Project	Chief Coordinator
Shorab Sabbir	SEIP-BACCO Project	Job Placement Coordinator
Syed Nasir Ershad	SEIP	AEPD (Public 1)
Mr. Md. Ahsan Habib	SEIP	TVET Specialist
Mr. Mohiuzzaman	SEIP	Course Specialist
Md. Abdur Razzaque	SEIP	Specialist-1 (Competency Standards.)
David King	British Council - SD03	Team Leader
Mahbub Ul Huda	British Council - SD03	National Subject Matter Consultant - IT Sector

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements

- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide

Committee Workshop

The National competency standards for National Skills Certificate in [INSERT CS NAME), NTVQF Level [INSERT LEVEL] qualification is a document developed by the Skill for Employment Investment Programme (SEIP), Finance Division, Ministry of Finance. This standard has been developed by an industry expert group under guidance of SEIP. The standard was approved by the SCDC [BTEB to insert date] at NTVQF Cell, BTEB.

Respectable members of the SCDC:

	[INSERT CS NAME], Level [INSERT LEVEL]	

Course Structure

SL	Unit Code and Title		Level	Nominal Duration (Hours)
Generic Competencies (4 units of competency required)				
1	SEIP-IT-FAO-01-G	Carry out workplace interaction in English		20
2	SEIP-IT-FAO-02-G	Operate in a team environment		8
3	SEIP-IT-FAO-03-G	Make a presentation		12
4	SEIP-IT-FAO-04-G	Apply basic IT skills		12
Sub-Total				**52**
Sector-specific Competencies (5 units of competency required)				
1	SEIP-IT-FAO-01-S	Apply occupational health and safety (OHS) practice in the workplace		8
2	SEIP-IT-FAO-02-S	Type documents in Bangla and English		16
3	SEIP-IT-FAO-03-S	Use internet and social network		8
4	SEIP-IT-FAO-04-S	Comply with ethical standards in IT workplace		8
5	SEIP-IT-FAO-05-S	Apply soft skills in customer service		16
Sub-Total				**56**
Occupation-specific Competencies (6 units of competency required)				
1	SEIP-IT-FAO-01-O	Apply basic knowledge of finance and accounting outsourcing (FAO)		12
2	SEIP-IT-FAO-02-O	Use accounting principles for outsourcing		20
3	SEIP-IT-FAO-03-O	Perform procure to pay service		20
4	SEIP-IT-FAO-04-O	Apply sales order to cash procedure		20
5	SEIP-IT-FAO-05-O	Implement record to report process		24
6	SEIP-IT-FAO-06-O	Comply with performance criteria in FAO		16
Sub-Total				**112**
Total Nominal Learning Hours				**220**

Competency Chart

Units of Competency	Elements		

Generic Specific (Basic) Competencies

Carry out workplace interaction in English SEIP-IT-FAO-01-G	Interpret workplace communication and etiquette	Read and understand workplace documents	Participate in workplace meetings and discussions
	Apply professional ethics at work		

Operate in a team environment SEIP-IT-FAO-02-G	Identify team goals and work processes	Identify own role and responsibilities within team	Communicate and co-operate with team members
	Perform problem solving within the team		

Make a presentation SEIP-IT-FAO-03-G	Prepare written presentation	Apply interview techniques	Prepare official presentation

Apply basic IT skills SEIP-IT-FAO-04-G	Identify and use most commonly used IT tools	Understand use of computer	Work with word processing application
	Work with spreadsheets	Access email and search the internet	

Sector-specific (Common) Competencies

Apply occupational health and safety (OHS) practice in the workplace SEIP-IT-FAO-01-S	Identify OHS policies and procedures	Apply personal health and safety practices	Report hazards and risks
	Respond to emergencies		

Type documents in Bangla and English SEIP-IT-FAO-02-S	Install typing applications of Bangla and English	Perform typing in Bangla and English	Type document using different styles and formats
	Perform touch-typing		

Use internet and social network SEIP-IT-FAO-03-S	Interpret internet and social network	Use audio and video messaging applications	Use social network

Comply with ethical standards in IT workplace SEIP-IT-FAO-04-S	Interpret the interests of clients	Deliver quality products and services	Apply professionalism at work
	Comply with workplace code of conduct		

Apply soft skills in customer service SEIP-IT-FAO-05-S	Understand customer service operations	Identify soft skills requirements in the workplace	Perform gesture and posture during customer service

Occupation-specific (Core) Competencies

Apply basic knowledge of finance and accounting outsourcing (FAO) SEIP-IT-FAO-01-O	Describe finance and accounting outsourcing (FAO)	Identify FAO processes	Identify FAO organisational structure
	Explain cloud accounting		

Use accounting principles for outsourcing SEIP-IT-FAO-02-O	Outline types of accounting	Examine basic features of a business	Identify key components of a financial statements
	Prepare accounting process map	Prepare accounting documents	

Perform procure to pay service SEIP-IT-FAO-03-O	Apply sourcing	Process invoices and helpdesk	Generate procurement reports

Apply sales order to cash procedure SEIP-IT-FAO-04-O	Manage sales contracts and orders	Perform credit control and invoicing	Manage accounts receivable and collections
	Prepare sales report and analysis		

Implement record to report process SEIP-IT-FAO-05-O	Perform general ledger accounting	Manage fixed assets	Prepare period closing reports
	Compile treasury reports	Develop financial analysis reports	

Comply with performance criteria in FAO SEIP-IT-FAO-06-O	Identify key performance indicators (KPI)	Apply finance accounting performance indicators	Use appropriate technology
	Comply with client's output requirements		

Units and Elements Table

Generic – Compulsory (4 units of competency required)

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-FAO-01-G	Carry out workplace interaction in English	1. Interpret workplace communication and etiquette. 2. Read and understand workplace documents. 3. Participate in workplace meetings and discussions. 4. Apply professional ethics at work.	20
SEIP-IT-FAO-02-G	Operate in a team environment	1. Identify team goals and work processes. 2. Identify own role and responsibilities within team. 3. Communicate and co-operate with team members. 4. Perform problem solving within the team.	8
SEIP-IT-FAO-03-G	Make a presentation	1. Prepare written presentation 2. Apply interview techniques 3. Prepare official presentation.	12
SEIP-IT-FAO-04-G	Apply basic IT skills	1. Identify and use most commonly used IT tools. 2. Understand use of computer. 3. Work with word processing application. 4. Work with spreadsheets. 5. Access email and search the internet.	12
Total Hours			**52**

Sector-specific – Compulsory (5 units of competency required)

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-FAO-01-S	Apply occupational health and safety (OHS) practice in the workplace	1. Identify OHS policies and procedures. 2. Apply personal health and safety Practices. 3. Report hazards and risks. 4. Respond to emergencies.	8
SEIP-IT-FAO-02-S	Type documents in Bangla and English	1. Install typing applications of Bangla and English. 2. Perform typing in Bangla and English.	16

Code	Unit of Competency	Elements of Competency	Duration (hours)
		3. Type document using different style and formats. 4. Perform touch-typing.	
SEIP-IT-FAO-03-S	Use internet and social network	1. Interpret internet and social network. 2. Use audio and video messaging applications. 3. Use social network.	8
SEIP-IT-FAO-04-S	Comply with ethical standards in IT workplace	1. Interpret the interests of clients. 2. Deliver quality products and services. 3. Apply professionalism at work. 4. Comply with workplace code of conduct.	8
SEIP-IT-FAO-05-S	Apply soft skills in customer service	1. Understand customer service operations. 2. Identify soft skills requirements in the workplace. 3. Perform required gesture and posture during customer service.	16
Total Hours			**56**

Occupation-specific – Compulsory (6 units of competency required)

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-FAO-01-O	Apply basic knowledge of finance and accounting outsourcing (FAO)	1. Describe finance and accounting outsourcing (FAO) 2. Identify finance and accounting outsourcing (FAO) process 3. Identify finance and accounting outsourcing (FAO) organisational structure 4. Explain cloud accounting.	12
SEIP-IT-FAO-02-O	Use accounting principles for outsourcing	1. Outline types of accounting. 2. Examine basic features of a business. 3. Identify key components of a financial statements. 4. Prepare accounting process map. 5. Prepare accounting documents.	20
SEIP-IT-FAO-03-O	Perform procure to pay service	1. Apply sourcing. 2. Process invoices and helpdesk. 3. Generate procurement reports.	20

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-FAO-04-O	Apply sales order to cash procedure	1. Manage sales contracts and orders. 2. Perform credit control and invoicing. 3. Manage accounts receivable and collections. 4. Prepare sales report and analysis.	20
SEIP-IT-FAO-05-O	Implement record to report process.	1. Perform general ledger accounting. 2. Manage fixed assets. 3. Prepare period closing reports. 4. Compile treasury reports. 5. Develop financial analysis reports.	24
SEIP-IT-FAO-06-O	Comply with performance criteria in FAO	1. Identify key performance indicators (KPI). 2. Apply finance accounting performance indicators. 3. Use appropriate technology. 4. Comply with client's output requirements.	16
Total Hours			**112**

Generic Competencies

Unit Title:	Carry out workplace interaction in English
Unit Code:	SEIP-IT-FAO-01-G
Nominal Hours:	20 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to carry out workplace interaction in English. It specifically includes workplace communication, etiquette, understanding workplace documents, workplace meetings and discussions, and professional ethics at work.
Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Interpret workplace communication and etiquette	1.1. Workplace codes of conduct are interpreted as per organisational guidelines. 1.2. Appropriate lines of communication are maintained with supervisors and colleagues. 1.3. Workplace interactions are conducted in a **courteous manner** to gather and convey information. 1.4. **Workplace procedures and matters** are comprehended.
2. Read and understand workplace documents	2.1. Workplace documents are interpreted correctly. 2.2. Visual information/symbols/signage are understood correctly and followed. 2.3. Specific and relevant information are accessed from **appropriate sources**. 2.4. Appropriate medium is used to transfer information and ideas.
3. Participate in workplace meetings and discussions	3.1. Team meetings are attended on time. 3.2. Meeting procedures and etiquette are followed. 3.3. Active participation is ensured, opinions are expressed and heard. 3.4. Inputs are provided and interpreted in line with the meeting purpose.
4. Practice professional ethics at work	4.1. Responsibilities as a team member are performed. 4.2. Tasks are performed in accordance with workplace procedures. 4.3. Confidentiality is maintained. 4.4. Inappropriate and conflicting situations are avoided.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Courteous manner	**1.1.** Effective questioning **1.2.** Active listening **1.3.** Speaking skills **1.4.** Writing skill **1.5.** Email etiquette
2. Workplace procedures and matters	**2.1.** Notes **2.2.** Arranging a meeting **2.3.** Agenda **2.4.** Simple reports such as progress and incident reports **2.5.** Job sheets **2.6.** Operational manuals **2.7.** Brochures and promotional material **2.8.** Visual and graphic materials **2.9.** Standards **2.10.** OHS information **2.11.** Signs
3. Appropriate sources	**3.1.** Human Resources (HR) Department **3.2.** Managers **3.3.** Supervisors **3.4.** Management Information System (MIS)

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Interpreted workplace communication and etiquette **1.2.** Interpreted workplace instructions and symbols **1.3.** Performed active participation in workplace meetings
2. Underpinning knowledge	**2.1.** Workplace communication and etiquette **2.2.** Workplace documents, signs and symbols **2.3.** Meeting procedure and etiquette **2.4.** Professional ethics
3. Underpinning skills	**3.1.** Demonstrating workplace communication and etiquette **3.2.** Interpreting workplace instructions and symbols **3.3.** Demonstrating active participation in workplace meeting **3.1.** Applying professional ethics at work

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.

4. Underpinning attitudes	4.1. Prompt in carrying out activities
	4.2. Tidy and punctual
	4.3. Respectful of peers, subordinates and seniors in the workplace
	4.4. Concerned about the work environment
	4.5. Sincere and honest concerning duties
5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
	5.2. Workplace procedures
	5.3. Standard operating procedure
	5.4. Workplace documents, signs and symbols
	5.5. Codes of conduct
	5.6. Projector
	5.7. Stationary
	5.8. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
	6.1. Written test
	6.2. Demonstration
	6.3. Oral test
	6.4. Observation
	6.5. Portfolio
7. Context of assessment	7.1. Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency.
	7.2. Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Unit Title:	Operate in a team environment
Unit Code:	SEIP-IT-FAO-02-G
Nominal Hours:	8 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to operate in a team environment. It specifically includes team goals and work processes, roles and responsibilities, team communication and problem solving within the team.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify team goals and work processes	**1.1.** Roles and objectives of the team are identified and interpreted. **1.2.** Roles and responsibilities of team members are identified and interpreted.
2. Identify own role and responsibilities within team	**2.1.** Personal role and responsibilities are identified within the team environment. **2.2.** Reporting relationships are interpreted within team and external to team.
3. Communicate and co-operate with team members	**3.1.** Other teammates' tasks are identified and support provided when requested. **3.2.** The team is encouraged through **sharing information** or expertise, working together to solve problems, and putting team success first. **3.3.** Views and opinions of other team members are interpreted and respected.
4. Practice problem solving within the team	**4.1.** Problems faced at the individual and team level are identified and showed insight into the root-causes of the problems. **4.2.** A range of solutions and courses of action are identified together with benefits, costs, and risks associated with each. **4.3.** The good ideas of others to help develop solutions are recognised and advice sought from those who have solved similar problems. **4.4.** It is looked beyond the obvious and not stopped at the first answers.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Sharing information	**1.1.** Agenda **1.2.** Minutes **1.3.** Progress and incident reports **1.4.** Operational manuals **1.5.** Visual and graphic materials **1.6.** Emails and SMS **1.7.** Phone directory **1.8.** Policy, procedure and standards **1.9.** OHS information

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Underpinning knowledge	**1.1.** Team goals and work processes **1.2.** Roles and responsibilities **1.3.** Finding problems and solving them
2. Underpinning skills	**2.1.** Identifying own role and responsibilities within team **2.2.** Communicating and co-operating with team members **2.3.** Demonstrating problem solving within the team
3. Underpinning attitudes	**3.1.** Active on teamwork **3.2.** Prompt in carrying out activities **3.3.** Tidy and punctual **3.4.** Respectful of peers, subordinates and seniors in the workplace **3.5.** Sincere and honest concerning duties
4. Underpinning knowledge	**4.1.** Team goals and work processes **4.2.** Roles and responsibilities **4.3.** Finding problems and solving them
5. Resource implications	The following resources must be provided: **5.1.** Workplace (simulated or actual) **5.2.** Projector **5.3.** Stationary **5.4.** Learning manual

Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
6. Methods of assessment	Methods of assessment may include but is not limited to: **6.1.** Written test **6.2.** Demonstration **6.3.** Oral test **6.4.** Observation **6.5.** Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency. **7.2.** Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Unit Title:	Make a presentation
Unit Code:	SEIP-IT-FAO-03-G
Nominal Hours:	12 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to make a presentation. It specifically includes preparing a written presentation, applying interview techniques, and preparing official presentation.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Prepare written presentation	1.1. Personal written presentation matters and requirements are identified. 1.2. Standard resume writing techniques are identified and applied. 1.3. Standard cover letter points are explained and applied. 1.4. Portfolio is created on professional social media.
2. Apply interview techniques	2.1. **Types of interviews** are identified and described. 2.2. Interview phases are identified and explained. 2.3. Steps to prepare for interview are identified. 2.4. Interview techniques are identified and applied.
3. Prepare official presentation	3.1. **Presentation media** are identified. 3.2. Presentation plan is outlined. 3.3. Presentation is prepared.

Range of Variables	
Variable	**Range** *(may include but not limited to)*

1. Types of interviews	1.1. Written
	1.2. Oral:
	    1.2.1. One-on-one
	    1.2.2. Group
	    1.2.3. Telephone
	    1.2.4. Online
	1.3. Demonstration

2. Presentation media	2.1. Board 2.2. Poster paper 2.3. Slides 2.4. Photographs 2.5. Audio 2.6. Video 2.7. Website

Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Created personal written presentation **1.2.** Applied different techniques to interview **1.3.** Prepared official presentation
2. Underpinning knowledge	**2.1.** Curriculum Vitae **2.2.** Resume **2.3.** Cover letter **2.4.** Presentation media
3. Underpinning skills	**3.1.** Creating personal written presentation **3.2.** Identifying interview techniques **3.3.** Preparing for different types of interviews **3.4.** Developing official presentation
4. Underpinning attitudes	**4.1.** Active on teamwork **4.2.** Prompt in carrying out activities **4.3.** Tidy and punctual **4.4.** Respectful of peers, subordinates and seniors in the workplace **4.5.** Sincere and honest concerning duties
5. Resource implications	The following resources must be provided: **5.1.** Workplace (simulated or actual) **5.2.** Computer/laptop/notebook **5.3.** Internet **5.4.** Software **5.5.** Projector **5.6.** Stationary **5.7.** Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to: **6.1.** Written test **6.2.** Demonstration **6.3.** Oral test **6.4.** Observation **6.5.** Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency. **7.2.** Assessment must be done by a suitably qualified/certified assessor.

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Unit Title:	Apply basic IT skills
Unit Code:	SEIP-IT-FAO-04-G
Nominal Hours:	12 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply basic IT skills in the workplace. It specifically includes identifying common IT tools, using computer, word processing and spreadsheet applications, email and searching on internet.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify and use most commonly used IT tools	1.1. History of information technology (IT) is identified and summarised. 1.2. Commonly used IT tools are identified and described.
2. Understand use of computer	2.1. Basic parts of a computer are identified. 2.2. Turning on and off technique of a computer is performed. 2.3. Working environment, functions and features of operating system is interpreted. 2.4. Simple trouble-shooting techniques are applied.
3. Work with word processing application	3.1. Word processing application appropriate to perform activity is operated. 3.2. Basic typing technique to document is applied. 3.3. Word processing techniques to document are employed. 3.4. Personal CV writing using suitable word processing techniques is practiced. 3.5. Saving and retrieving technique of a document is used.
4. Work with spreadsheets	4.1. Spreadsheet working environment, functions and features are identified and interpreted. 4.2. Data entry on spreadsheet appropriate to perform activity is performed. 4.3. Data manipulation techniques to spreadsheet document are applied. 4.4. Spreadsheet document is created and saved.
5. Access email and search the internet	5.1. Use of email account in online environment is explained. 5.2. Writing and sending of workplace emails is completed. 5.3. Different **browsers** to work online are identified and selected. 5.4. Browse different web portals and apply proper search techniques.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. IT tools	**1.1.** Cell phone **1.2.** Tablets **1.3.** Computers, laptops, notebooks **1.4.** Internet **1.5.** Software **1.6.** Satellite
2. Data manipulation techniques	**2.1.** Sum **2.2.** Average **2.3.** Count **2.4.** Max **2.5.** Min **2.6.** If **2.7.** Sort **2.8.** Fill **2.9.** Header **2.10.** Footer Print
3. Browsers	**3.1.** Internet Explorer **3.2.** Firefox **3.3.** Google Chrome **3.4.** Opera **3.5.** Safari **3.6.** Omni Web **3.7.** Microsoft Edge

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Identified commonly used IT tools **1.2.** Performed simple trouble-shooting with computer **1.3.** Performed typing on word processing software, saved and retrieved documents **1.4.** Performed data entry with spreadsheet **1.5.** Used email account for different online purposes
2. Underpinning knowledge	**2.1.** IT and IT tools **2.2.** Computer trouble-shooting **2.3.** Techniques to access internet

3. Underpinning skills	**3.1.** Demonstrating simple trouble-shooting with computer
	3.2. Demonstrating typing on word processing software
	3.3. Demonstrating data entry with spreadsheet
	3.4. Opening email account and using it for different purposes
4. Underpinning attitudes	**4.1.** Active on teamwork
	4.2. Prompt in carrying out activities
	4.3. Tidy and punctual
	4.4. Respectful of peers, subordinates and seniors in the workplace
	4.5. Sincere and honest concerning duties
5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
	5.2. IT tools
	5.3. Computer/laptop/notebook
	5.4. Software
	5.5. Internet
	5.6. Projector
	5.7. Stationary
	5.8. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
	6.1. Written test
	6.2. Demonstration
	6.3. Oral test
	6.4. Observation
	6.5. Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency.
	7.2. Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Sector-specific Competencies

Unit Title:	Apply occupational health and safety (OHS) practice in the workplace
Unit Code:	SEIP-IT-FAO-01-S
Nominal Hours:	8 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply occupational health and safety (OHS) practices in the workplace. It specifically includes identifying OHS policies and procedures, applying personal health and safety practices, reporting hazards and risks, and responding to emergencies.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify OHS policies and procedures	1.1. **OHS policies** and safe operating procedures are interpreted. 1.2. Safety signs and symbols are identified and followed. 1.3. Response, evacuation procedures and other contingency measures are interpreted correctly.
2. Apply personal health and safety practices	2.1. OHS policies and procedures are applied in the workplace including **personal protective equipment (PPE)**. 2.2. Common health issues are recognised. 2.3. Common safety issues are identified.
3. Report hazards and risks	3.1. Hazards and risks are identified. 3.2. Hazards and risks assessment and controls are interpreted.
4. Respond to emergencies	4.1. Respond to alarms and warning devices. 4.2. **Emergency response plans and procedures** are responded to. 4.3. **First aid procedures** during emergency situations are identified.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. OHS policies	1.1. Organisational OHS polices 1.2. International OHS requirements 1.3. Fire safety rules and regulations
2. Emergency response plans and procedures	2.1. Firefighting procedures 2.2. Earthquake response procedures 2.3. Emergency response plans and procedures 2.4. Medical and first aid

Range of Variables	
Variable	**Range** *(may include but not limited to)*
3. First aid procedure	**3.1.** Washing of open wound **3.2.** Washing chemically infected area **3.3.** Applying bandage **3.4.** Taking appropriate medicine
4. Personal protective equipment	**4.1.** Safety glasses **4.2.** Ear plugs **4.3.** Gloves **4.4.** Apron **4.5.** Helmet **4.6.** Mask **4.7.** Safety shoes

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Identified OHS policies and procedures **1.2.** Applied personal health and safety practices (including PPE) **1.3.** Reported hazards and risks **1.4.** Responded to emergencies

2. Underpinning knowledge	**2.1.** Workplace OHS policies and procedures
	2.2. Work safety procedures
	2.3. Emergency response procedures:
	    2.3.1. Firefighting
	    2.3.2. Earthquake response
	    2.3.3. Accident response
	2.4. Types of hazards (biological, chemical and physical) and their effects
	2.5. OHS awareness
	2.6. Personal protective equipment (PPE)

3. Underpinning skills	**3.1.** Identifying OHS policies and procedures **3.2.** Applying personal health and safety practices **3.3.** Reporting hazards and risks **3.4.** Responding to emergencies

4. Underpinning attitudes	4.1. Committed to occupational health and safety practices
	4.2. Communicates well with peers, subordinates and seniors in workplace
	4.3. Prompt in carrying out activities
	4.4. Tidy and punctual
	4.5. Sincere and honest concerning duties
	4.6. Responsible during emergencies
5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
	5.2. Personal protective equipment (PPE)
	5.3. Firefighting equipment
	5.4. Emergency response manual
	5.5. First aid kits
	5.6. Projector
	5.7. Stationary
	5.8. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
	6.1. Written test
	6.2. Demonstration
	6.3. Oral test
	6.4. Observation
	6.5. Portfolio
7. Context of assessment	7.1. Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency.
	7.2. Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Unit Title:	Type documents in English and Bangla
Unit Code:	SEIP-IT-FAO-02-S
Nominal Hours:	16 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to type documents in Bangla and English. It specifically includes identifying and using the useful application, tools, keyboard layout, style formats and touch-typing for typing documents.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Install typing applications of Bangla and English	1.1. **Typing applications in Bangla** are identified and installed. 1.2. **Typing applications in English** are identified and installed.
2. Perform typing in Bangla and English	2.1. Appropriate **tools** for typing are identified. 2.2. Appropriate **keyboard layout** for Bangla typing is selected. 2.3. Touch typing technique is used. 2.4. Typing Bangla and English with preferred tools is carried out.
3. Type document using different styles and formats	3.1. Different **style and formats** for typing documents are identified. 3.2. Different styles in typing are applied to document. 3.3. Typed document is created and saved.
4. Perform touch-typing	4.1. Error-free typing at a speed of 40–60 wpm in English is carried out. 4.2. Error-free typing at a speed of 30–50 wpm in Bangla is carried out.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Typing applications in Bangla	1.1. Avro 1.2. Bijoy Bangla 1.3. Easy Bangla Typing for Android 1.4. Bengali Typing Tutor 1.5. Bhasha Shoinik 1.6. Bengali typing software
2. Typing applications in English	2.1. Typing Master 2.2. Rapid Typing Tutor 2.3. Typing Tutor

Range of Variables	
Variable	**Range** *(may include but not limited to)*
3. Tools	**3.1.** Keyboard **3.2.** Optical keyboard **3.3.** Mouse for onscreen typing **3.4.** Touch screen **3.5.** Microphone for voice typing
4. Keyboard layout	**4.1.** Avro Easy **4.2.** Avro Phonetic **4.3.** Bijoy **4.4.** Bijoy Unicode **4.5.** Bornona **4.6.** Munir_Optima_uni **4.7.** National (Jatio) **4.8.** Probhat (semi phonetic)
5. Style and formats	**5.1.** File names **5.2.** Hyperlinks **5.3.** Page layout **5.4.** Word styles – ValleyView templates **5.5.** Borders, lines and outlines **5.6.** Graphics and tables **5.7.** Fonts style, size and formats

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Identified appropriate tools for typing **1.2.** Selected appropriate keyboard layout for Bangla typing **1.3.** Performed typing in Bangla and English with preferred tools with at least 30 and 40 wpm typing speed respectively
2. Underpinning knowledge	**2.1.** Typing software **2.2.** Typing tools and keyboard layout **2.3.** Styles and formats
3. Underpinning skills	**3.1.** Installing typing software to work with **3.2.** Typing with preferred keyboard layout **3.3.** Applying styles and formats on documents **3.4.** Performing touch-typing

Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
4. Underpinning attitudes	**4.1.** Eager to learn
	4.2. Tidy and punctual
	4.3. Concerned with proper use of computer and peripherals
	4.4. Concerned for other's rights
	4.5. Observes netiquette
	4.6. Sincere and honest concerning duties
5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
	5.2. Computer/laptop/notebook
	5.3. Software
	5.4. Internet
	5.5. Popular browsers
	5.6. Social media platforms
	5.7. Projector
	5.8. Stationary
	5.9. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
	6.1. Written test
	6.2. Oral test
	6.3. Observation
	6.4. Demonstration
	6.5. Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency.
	7.2. Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

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Unit Title:	Use internet and social network
Unit Code:	SEIP-IT-FAO-03-S
Nominal Hours:	8 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to practice the use of internet and social network. It specifically includes explaining the internet and social networks, using audio and video messaging applications and using social network.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Interpret internet and social network	1.1. The internet and how it is used is explained. 1.2. Appropriate social networks are identified.
2. Use audio and video messaging applications	2.1. Audio and video equipment appropriate to work activity is identified. 2.2. Audio and video applications appropriate to work activity are identified. 2.3. **Video** conferencing with appropriate **application** is carried out. 2.4. **Audio** conferencing with appropriate **application** is carried out.
3. Use social network	3.1. Account on **social network** is created. 3.2. Social network is used effectively.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Video application	1.1. Skype 1.2. WhatsApp 1.3. Duo 1.4. Viber 1.5. Messenger
2. Audio application	2.1. Uber conference 2.2. Wiggio
3. Social network	3.1. Facebook 3.2. Workplace 3.3. Twitter 3.4. LinkedIn 3.5. YouTube 3.6. Google Plus 3.7. Flicker

Range of Variables	
Variable	**Range** *(may include but not limited to)*
4. Keyboard layout	**4.1.** Avro Easy **4.2.** Avro Phonetic **4.3.** Bijoy **4.4.** Bijoy Unicode **4.5.** Bornona **4.6.** Munir_Optima_uni **4.7.** National (Jatio) **4.8.** Probhat (semi phonetic)
5. Style and formats	**5.1.** File names **5.2.** Hyperlinks **5.3.** Page layout **5.4.** Word styles – ValleyView templates **5.5.** Borders, lines and outlines **5.6.** Graphics and tables **5.7.** Fonts style, size and formats

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Explained internet and social network **1.2.** Used audio and video messaging applications correctly **1.3.** Performed use of social network appropriately
2. Underpinning knowledge	**2.1.** Online audio messaging **2.2.** Video messaging **2.3.** Social media
3. Underpinning skills	**3.1.** Interpreting internet and social network **3.2.** Using audio and video messaging applications correctly **3.3.** Demonstrating appropriate use of social network
4. Underpinning attitudes	**4.1.** Eager to learn **4.2.** Tidy and punctual **4.3.** Concerned about proper use of computer and peripherals **4.4.** Concerned for other's rights **4.5.** Observes netiquette **4.6.** Sincere and honest concerning duties

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
5. Resource implications	The following resources must be provided: **5.1.** Workplace (simulated or actual) **5.2.** Computer/laptop/notebook **5.3.** Software **5.4.** Internet **5.5.** Popular browsers **5.6.** Audio-video chatting applications **5.7.** Projector **5.8.** Stationary **5.9.** Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to: **6.1.** Written test **6.2.** Demonstration **6.3.** Oral test **6.4.** Observation **6.5.** Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency. **7.2.** Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

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Unit Title:	Comply with ethical standards in IT workplace
Unit Code:	SEIP-IT-FAO-04-S
Nominal Hours:	8 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to comply with ethical standards within the IT workplace. It specifically includes identifying points of client satisfaction, quality product and service delivery, professionalism and complying with workplace code of conduct.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Interpret the interests of clients	1.1. Client's view and interests are interpreted and respected. 1.2. Confidentiality of information is maintained in accordance with organisational policies, **national legislation** and workplace policies. 1.3. Potential conflicts of interest are identified and informed to the proper authority.
2. Deliver quality products and services	2.1. Benchmark of product and service quality is identified. 2.2. Necessity of quality product and service delivery is identified and followed. 2.3. Quality process for products and services is implemented.
3. Apply professionalism at work	3.1. Agreed standards to deliver product or services and commitment to delivery deadlines is maintained. 3.2. Professional image in the workplace is maintained. 3.3. Negotiate effectively with clients.
4. Comply with workplace code of conduct	4.1. IT security requirements are complied with. 4.2. Workplace code of conduct is identified and interpreted. 4.3. Workplace code of conduct is followed as stated in company guidelines.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. National legislation	1.1. Industry/sector code of ethics 1.2. International and national guidelines for consumer protection 1.3. International and national copyright laws 1.4. Occupational health and safety requirements 1.5. Intellectual property rights law 1.6. Legal and regulatory policies in the information technology sector 1.7. Fire safety rules and regulations

1. Critical aspects of competency	Assessment must evidence that the candidate:
	1.1. Interpreted quality products and services
	1.2. Applied professionalism in the workplace
	1.3. Complied with workplace code of conduct
2. Underpinning knowledge	**2.1.** Code of conduct in the workplace
	2.2. Industry and international standards
	2.3. Client satisfaction
3. Underpinning skills	**3.1.** Interpreting quality product and services
	3.2. Demonstrating professionalism in the workplace
	3.3. Complying with workplace code of conduct
4. Underpinning attitudes	**4.1.** Eager to learn
	4.2. Tidy and punctual
	4.3. Concerned about proper use of computer and peripherals
	4.4. Concerned for other's rights
	4.5. Sincere and honest concerning duties
5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
	5.2. Computer/laptop/notebook
	5.3. Software
	5.4. Projector
	5.5. Stationary
	5.6. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
	6.1. Written test
	6.2. Demonstration
	6.3. Oral test
	6.4. Observation
	6.5. Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency.
	7.2. Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

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Unit Title:	Apply soft skills in customer service
Unit Code:	SEIP-IT-FAO-05-S
Nominal Hours:	12 hours
Unit Descriptor:	This unit covers the skills, knowledge, and attitudes required to apply soft skills in customer service. It specifically includes identifying call centre operations, identifying soft skills requirements and use of appropriate gesture and posture requirement during customer service

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Understand customer service operations	1.1. Customer service operation is identified and described. 1.2. Duties of a customer service agent are identified. 1.3. **Customer service skills** are identified and defined.
2. Identify soft skills requirements in the workplace	2.1. Meaning of **soft skills** is clearly stated and key components are identified. 2.2. Soft skill requirements are recognised in the workplace with specific emphasis on situational requirements.
3. Perform required gesture and posture during customer service	3.1. Correct body language and posturing is employed during customer service interaction. 3.2. Do's and don'ts of body language and posture during customer service interaction are identified.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Customer service skills	1.1. Patience 1.2. Attentiveness 1.3. Respectfulness 1.4. Clear communication 1.5. Product or service knowledge 1.6. Positive language 1.7. Time management 1.8. Identifying needs 1.9. Calmness 1.10. Situational awareness 1.11. Persuasion 1.12. Tenacity 1.13. Closing

Range of Variables	
Variable	**Range** *(may include but not limited to)*
2. Soft skills	**2.1.** Social grace **2.2.** Language **2.3.** Friendliness **2.4.** Personal habits **2.5.** Optimism **2.6.** Teamwork **2.7.** Stress management **2.8.** Responsibility **2.9.** Self-esteem **2.10.** Self-management

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Interpreted customer service skills required **1.2.** Applied soft skills at work **1.3.** Demonstrated required gesture and posture at work
2. Underpinning knowledge	**2.1.** Scope and structure of customer service operations **2.2.** Duties of a call centre agent **2.3.** Soft skills techniques **2.4.** Acceptable body language and posture
3. Underpinning skills	**3.1.** Interpreting customer service skills **3.2.** Applying soft skills at work **3.3.** Demonstrating required gesture and posture at work
4. Underpinning attitudes	**4.1.** Eager to learn **4.2.** Tidy and punctual **4.3.** Concerned for other's rights **4.4.** Sincere and honest concerning duties
5. Resource implications	The following resources must be provided: **5.1.** Workplace (simulated or actual) **5.2.** Computer/laptop/notebook **5.3.** Software **5.4.** Projector **5.5.** Stationary **5.6.** Learning manual

Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
6. Methods of assessment	Methods of assessment may include but is not limited to: **6.1.** Written test **6.2.** Demonstration **6.3.** Oral test **6.4.** Observation **6.5.** Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency. **7.2.** Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

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Occupation-specific Competencies

Unit Title:	Apply basic knowledge of finance and accounting outsourcing (FAO)
Unit Code:	SEIP-IT-FAO-01-O
Nominal Hours:	12 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply basic knowledge of finance and accounting outsourcing (FAO). It specifically includes describing finance and accounting outsourcing (FAO), identifying standard processes and organisational structure, and explaining cloud accounting.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Describe finance and accounting outsourcing (FAO)	**1.1.** Background of finance and accounting outsourcing (FAO) industry is explained. **1.2.** Scope of finance and accounting outsourcing (FAO) industry is identified. **1.3.** Role and responsibilities of analysts are described.
2. Identify finance and accounting outsourcing (FAO) process	**2.1.** **Key aspects of finance and accounting outsourcing (FAO)** are identified. **2.2.** **Finance and accounting outsourcing (FAO) services** are identified and described. **2.3.** Standard operating processes in finance and accounting outsourcing (FAO) are interpreted.
3. Identify finance and accounting outsourcing (FAO) organisational structure	**3.1.** Model and structure of finance and accounting outsourcing (FAO) organisations is identified and described. **3.2.** Ethical and legal aspects of finance and accounting outsourcing (FAO) are identified and interpreted.
4. Explain cloud accounting	**4.1.** Cloud computing is described. **4.2.** Cloud accounting is described. **4.3.** Common **cloud accounting platforms** are identified.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Key aspects of finance and accounting outsourcing (FAO)	**1.1.** Client **1.2.** Account structure **1.3.** Accounting platform **1.4.** Service provider **1.5.** Data security
2. Finance and accounting outsourcing (FAO) services	**2.1.** Procure to pay **2.2.** Order to cash **2.3.** Record to report

Range of Variables	
Variable	**Range** *(may include but not limited to)*
3. Cloud accounting platforms	**3.1.** QuickBooks **3.2.** Xero **3.3.** Fresh Books **3.4.** Kashoo **3.5.** Outright

Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Identified FAO processes **1.2.** Identified and explained model and structure of FAO organisations **1.3.** Identified cloud accounting platforms
2. Underpinning knowledge	**2.1.** Background and basis of FAO **2.2.** Ethical and legal aspects of FAO **2.3.** Model and structure of FAO organisations **2.4.** Platforms for cloud accounting
3. Underpinning skills	**3.1.** Identifying FAO processes **3.2.** Identifying and explaining model and structure of FAO organisations **3.3.** Identifying cloud accounting platforms
4. Underpinning attitudes	**4.1.** Prompting to carrying out activities **4.2.** Tidy and punctual **4.3.** Sincere and honest concerning duties **4.4.** Concerned for other's rights **4.5.** Accepts job is shifting in nature **4.6.** Eager to learn **4.7.** Observes netiquette **4.8.** Concern about proper use of computer and peripherals

5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
	5.2. Computer/laptop/notebook
	5.3. Software
	5.4. Internet
	5.5. Chat platform
	5.6. Projector
	5.7. Stationary
	5.8. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
	6.1. Written test
	6.2. Demonstration
	6.3. Oral test
	6.4. Observation
	6.5. Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency.
	7.2. Assessment must be done by a suitably qualified/certified assessor.

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Unit Title:	Use accounting principles for outsourcing
Unit Code:	SEIP-IT-FAO-02-O
Nominal Hours:	20 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to use accounting principles for outsourcing. It specifically includes outlining types of accounting, examining basic features of a business, identifying key components of financial statements, preparing accounting process map, and preparing accounting documents.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Outline types of accounting	1.1. Types of accounting are identified and described. 1.2. Financial and management accounting is accurately defined. 1.3. Basic principles of accounting practice are identified.
2. Examine basic features of a business	2.1. Basic features of a business entity are identified. 2.2. Features of a business entity are described. 2.3. Major and minor stakeholders of business are identified. 2.4. Typical business **financial transactions** are interpreted.
3. Identify key components of financial statements	3.1. Purpose and characteristics of financial statements are identified and explained. 3.2. Key components of financial statements are defined. 3.3. Appropriate assumptions are identified and described.
4. Prepare accounting process map	4.1. Accounting cycle is identified and defined. 4.2. Business plan is developed and budget prepared. 4.3. Accruals and cash basis gap are identified. 4.4. Internal and external compliance maps are determined. 4.5. Financial authority map is identified.
5. Prepare accounting documents	5.1. **Basic accounting documents** are identified. 5.2. Accounting documents are described. 5.3. Relevant accounting documents are employed as per job requirement. 5.4. Accounting documents and other financial transaction records are prepared.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Basic accounting documents	1.1. Voucher 1.2. Invoice 1.3. Memo
2. Financial transactions	2.1. Single entry 2.2. Double entry

Range of Variables	
Variable	**Range** *(may include but not limited to)*
3. Financial statements	**3.1.** Financial position **3.2.** Financial Performance **3.3.** Cash flow **3.4.** Equity statement **3.5.** Notes and discloser

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1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Interpreted accounting process **1.2.** Examined basic features of a business **1.3.** Identified key components of a financial statements **1.4.** Planned accounting process
2. Underpinning knowledge	**2.1.** Types of accounting **2.2.** Accounting cycles **2.3.** Internal and external compliance processes **2.4.** Purpose of financial authority **2.5.** Key components of financial statements **2.6.** Appropriate assumptions when preparing financial statement
3. Underpinning skills	**3.1.** Identifying different accounting types and cycles **3.2.** Identifying main features of a business entity **3.3.** Explaining purpose and key components of financial statements **3.4.** Identifying and interpreting accounting process **3.5.** Planning accounting process including compliance and authority
4. Underpinning attitudes	**4.1.** Prompting to carrying out activities **4.2.** Tidy and punctual **4.3.** Sincere and honest concerning duties **4.4.** Concerned for other's rights **4.5.** Accepts job is shifting in nature **4.6.** Eager to learn **4.7.** Concern about proper use of computer and peripherals

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Unit Title:	Perform procure to pay service
Unit Code:	SEIP-IT-FAO-03-O
Nominal Hours:	20 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to perform procure to pay service. It specifically includes applying sourcing, processing invoices and helpdesk, and generating procurement reports.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Apply sourcing	1.1. **Sourcing** is defined. 1.2. Vendor management process is applied. 1.3. Purchase order (PO) is processed. 1.4. Day-to-day purchases are carried out. 1.5. Master data management is utilised.
2. Process invoices and helpdesk	2.1. Scanning, indexing and coding process is applied. 2.2. E-invoice is created and saved. 2.3. VAT and Tax rules are applied. 2.4. Invoice is posted. 2.5. **Vendor helpdesk tasks** are performed.
3. Generate procurement reports	3.1. **Procurement reports** are identified. 3.2. Cost savings tracking report is generated. 3.3. Month-end accruals are reported. 3.4. Spend analysis is prepared.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Sourcing	1.1. Vendor management 1.2. Purchase Order (PO) management 1.3. Data management
2. Vendor helpdesk tasks	2.1. Dealing with refund claim 2.2. Dealing with employee claim (expense reimbursement) 2.3. Payment run 2.4. Disbursement 2.5. Discounting
3. Procurement reports	3.1. Cost savings tacking report 3.2. Month-end reports 3.3. Spend analysis report 3.4. Supplier cumulative report

1. Critical aspect of competency	Assessment required evidence that the candidate:
	1.1. Applied sourcing
	1.2. Processed invoices
	1.3. Carried out helpdesk duties
	1.4. Generated procurement reports
2. Underpinning knowledge	2.1. Vendor management
	2.2. Purchase orders (PO)
3. Underpinning skills	3.1. Applying sourcing
	3.2. Processing invoices
	3.3. Carrying out helpdesk duties
	3.4. Generating procurement reports
4. Underpinning attitudes	4.1. Tidy and punctual
	4.2. Prompt in carrying out activities
	4.3. Eager to learn
	4.4. Sincere and honest concerning duties
	4.5. Accepts the job is shifting type
5. Resource implications	The following resources must be provided:
	5.1. Workplace (simulated or actual)
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	5.4. Software
	5.5. Chat platform
	5.6. Projector
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	5.8. Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to:
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	6.4. Observation
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Unit Title:	Apply sales order to cash procedure
Unit Code:	SEIP-IT-FAO-04-O
Nominal Hours:	20 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply sales order to cash procedure. It specifically includes managing contracts and orders, applying credit controls and performing invoicing, managing accounts receivable and collections, and preparing sales report and analysis.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Manage sales contracts and orders	1.1. Sales contracts are interpreted and prepared. 1.2. Catalogues are managed. 1.3. **Order confirmation steps** are followed and order is tracked and validated. 1.4. Inventory management process is applied. 1.5. Customer database is managed.
2. Perform credit control and invoicing	2.1. Client credit is analysed. 2.2. Billing is carried out and invoice adjustments are made. 2.3. Discounts and allowances are applied. 2.4. VAT and tax are applied accordingly.
3. Manage accounts receivable and collections.	3.1. Collection process is monitored. 3.2. Unallocated payments and exceptions are managed. 3.3. Collection reconciliation is made. 3.4. Discounts are applied. 3.5. Dunning letters are posted and payment follow-up is made. 3.6. Collection reporting and analysis is completed.
4. Prepare sales report and analysis	4.1. Sales trend analysis is made. 4.2. Revenue forecast report is prepared. 4.3. Cash management analysis is completed. 4.4. Budgeting and planning for sales is carried out. 4.5. Month-end report is prepared.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Order confirmation steps	1.1. Enter order 1.2. Review order 1.3. Release order

Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: **1.1.** Managed contracts and orders **1.2.** Applied credit controls and issued invoices **1.3.** Managed accounts receivable and collections **1.4.** Prepared sales report and conducted analysis
2. Underpinning knowledge	**1.1.** Sales contracts **1.2.** Inventory management **1.3.** Discounting **1.4.** VAT & tax implications and requirements **1.5.** Budgeting and planning
3. Underpinning skills	**3.1.** Managing contracts and orders **3.2.** Applying credit controls and invoicing **3.3.** Managing accounts receivable and collections. **3.4.** Preparing sales report and analysis
4. Underpinning attitudes	**4.1.** Eager to learn **4.2.** Tidy and punctual **4.3.** Concerned for other's rights **4.4.** Sincere and honest concerning duties **4.5.** Accept the job is shifting type
5. Resource implications	The following resources must be provided: **5.1.** Workplace (simulated or actual) **5.2.** Computer/laptop/notebook **5.3.** Internet **5.4.** Software **5.5.** Projector **5.6.** Stationary **5.7.** Learning manual
6. Methods of assessment	Methods of assessment may include but is not limited to: **6.1.** Written test **6.2.** Demonstration **6.3.** Oral test **6.4.** Observation **6.5.** Portfolio
7. Context of assessment	**7.1.** Competency assessment must be done in a training institute or an actual or simulated workplace after completion of this unit of competency. **7.2.** Assessment must be done by a suitably qualified/certified assessor.

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Unit Title:	Implement record to report process
Unit Code:	SEIP-IT-FAO-05-O
Nominal Hours:	24 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to implement record to report process. It specifically includes performing general ledger accounting, managing fixed assets, preparing period closing reports, compiling treasury reports, and developing financial analysis reports.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Perform general ledger accounting	**1.1.** Journal entries are made correctly. **1.2.** Pre-payment and adjustment entries are posted. **1.3.** Period end accrual entries are made. **1.4.** Reconciliations are made.
2. Manage fixed assets	**2.1.** **Fixed assets management issues** are identified and applied. **2.2.** Work-in-progress is reviewed and capitalised. **2.3.** Depreciation is run and posted.
3. Prepare period closing reports	**3.1.** Sub-ledgers are reconciled and closed. **3.2.** Accruals are reviewed. **3.3.** Final adjustment journal entries are posted. **3.4.** Trial balance is generated. **3.5.** Periodic income statement and balance sheet are released. **3.6.** Statuary reports are prepared.
4. Compile treasury reports	**4.1.** Cash management and forecasting report is compiled. **4.2.** Bank reconciliation report is prepared. **4.3.** Debt management report is prepared. **4.4.** Analysis and reports are prepared for hedging.
5. Develop financial analysis reports	**5.1.** Financial planning and analysis reports are prepared. **5.2.** Management report is prepared. **5.3.** Budgeting and analysis are made. **5.4.** Business Reporting Language (BRL) tagging and filing are applied. **5.5.** Generally accepted accounting principles (GAAP) and International Financial Reporting Standards (IFRS) transmission process are interpreted.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Fixed assets management issues	**1.1.** Additions **1.2.** Disposals **1.3.** Transfers **1.4.** Depreciation

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: **1.1.** Performed general ledger accounting **1.2.** Prepared period closing reports **1.3.** Compiled treasury reports **1.4.** Developed financial analysis reports
2. Underpinning knowledge	**2.1.** Fixed asset management **2.2.** Depreciation **2.3.** XBRL tagging **2.4.** GAPP **2.5.** IFRS
3. Underpinning skills	**3.1.** Performing general ledger accounting **3.2.** Managing fixed assets **3.3.** Preparing period closing reports **3.4.** Compiling treasury reports **3.5.** Developing financial analysis reports
4. Underpinning attitudes	**4.1.** Eager to learn **4.2.** Tidy and punctual **4.3.** Concerned for other's rights **4.4.** Sincere and honest concerning duties **4.5.** Accepts the job is shifting types
5. Resource implications	The following resources must be provided: **5.1.** Workplace (simulated or actual) **5.2.** Computer/laptop/notebook **5.3.** Internet **5.4.** Software **5.5.** Cloud accounting platform **5.6.** Chat platform **5.7.** Projector **5.8.** Stationary **5.9.** Learning manual

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Unit Title:	Comply with performance criteria in FAO
Unit Code:	SEIP-IT-FAO-06-O
Nominal Hours:	16 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to comply with performance criteria in FAO. It specifically includes identifying key performance indicators, applying finance accounting performance indicators, using appropriate technology, and complying with client's output requirements.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify key performance indicators (KPI)	1.1. Relevant sector outlook is analysed. 1.2. Client's **performance indicators** are identified and verified. 1.3. Financial performance outcomes are measured. 1.4. Data security and confidentiality law is interpreted.
2. Apply finance accounting performance indicators	2.1. Accounting process is reviewed and revised, if necessary. 2.2. **Critical area analysis** is carried out and recorded. 2.3. Financial and non-financial model of reporting are implemented.
3. Use appropriate technology	3.1. Client's technology requirement is examined. 3.2. Client's required technology is selected. 3.3. Client's resource management capacity is examined. 3.4. Appropriate technology for client is employed. 3.5. Selected technology is utilised as per standard operating procedure.
4. Comply with client's output requirements	4.1. Client's **operational model** is identified. 4.2. Operational model is implemented. 4.3. **Service delivery model** is interpreted. 4.4. Service delivery model is implemented. 4.5. Financial accounting service is evaluated.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Performance indicators	1.1. Performance framework 1.2. Business function overview 1.3. Stakeholder analysis
2. Critical area analysis	2.1. Financial performance management mechanism 2.2. Financial accounting 2.3. Cost accounting

Range of Variables	
Variable	**Range** *(may include but not limited to)*
3. Operational model	**3.1.** Technology alignment process **3.2.** Training and development **3.3.** Turn-around time **3.4.** Data flow resource plan
4. Service delivery model	**4.1.** Key compliance areas **4.2.** Service need analysis **4.3.** Service delivery preferences **4.4.** Technology and service delivery

Evidence Guide	
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1. Critical aspects of competency	Assessment must evidence that the candidate: **1.1.** Applied finance accounting performance indicators **1.2.** Used appropriate technology **1.3.** Complied client's output requirements
2. Underpinning knowledge	**2.1.** Key performance indicators (KPI) **2.2.** Critical area analysis **2.3.** Operational models **2.4.** Service delivery models
3. Underpinning skills	**3.1.** Interpreting key performance indicators **3.2.** Applying finance accounting performance indicators **3.3.** Using appropriate technology **3.4.** Complying client's output requirements
4. Underpinning attitudes	**4.1.** Prompting to carrying out activities **4.2.** Tidy and punctual **4.3.** Sincere and honest concerning duties **4.4.** Concerned for other's rights **4.5.** Accepts job is shifting in nature **4.6.** Eager to learn **4.7.** Concern about proper use of computer and peripherals

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