Skills for Employment Investment Program (SEIP)

COMPETENCY STANDARD

FOR

MEDICAL SCRIBING

(IT SECTOR)

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

Table of Contents

Copyright

The Competency Standard for Medical Scribing 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.

This document is owned by the Finance Division of the Ministry of Finance of the People's Republic of Bangladesh, developed under the Skills for Employment Investment Program (SEIP).

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Other interested parties must obtain permission from the owner of this document for reproduction of information in any manner, in whole or in part, of this Competency Standard, in English or other language.

This document is available from:

Skills for Employment Investment Program (SEIP) Project
Finance Division
Ministry of Finance
Probashi Kallyan Bhaban (Level – 16)
71-72 Old Elephant Road
Eskaton Garden, Dhaka 1000
Telephone: +8802 551 38598-9 (PABX), +8802 551 38753-5
Facsimile: +8802 551 38752
Website: www.seip-fd.gov.bd

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	
IT	Information technology
EHR	Electronic health records
IETLS	International English Language Testing System
TOEFL	Test of English as a Foreign Language
CEFR	Common European Framework for Reference
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 23 January 2017 and concluded with a validation workshop with working group on 5 April 2017, and was reviewed and revised on 30 May 2018.

Experts Involved

Industry and subject-matter experts who provided their valuable inputs to develop this competency standard [January – April 2017]:

Name	Organisation	Designation
Ahmadul Hoq	BACCO, ISC-ICT	President & Vice-Chairman
Armina Hoq	AUGMEDIX	Partner Relationship Manager
Shorab Sabbir	BACCO	Coordinator - Job Placement and Development
Md. Jahangir Nobi	Digicon	Head of Human Resources
AFM Moniruzzaman	SSL	Manager
Uttam Kumar Basak	Si2	Coordinator
Abhijit Bhattacharjee	Si2	Medical Scribe Trainer
Md. Mosaddaq Hossain	Si2	Executive - ICT
Naureen Sabah Ahmed	Si2	English language Trainer
Benjamin Bradley	Augmadix (USA)	Training Specialist
Erin Serran	Augmadix (USA)	Head of Clinical Operations Quality and Training
Rashmi Mehra	British Council - SD03	International Consultant Development of CBLM and Acting 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 23 March 2017]:

Name	Organisation	Designation
Naureen Sabah Ahmed	Si2	English Language Trainer
Armina Hoq	AUGMEDIX	Partner Relationship Manager

Name	Organisation	Designation
Mohammed Shorab Hossain Mojumder	SEIP-BACCO Project	Coordinator – Job Placement and Database
Lt Col Md. Mahtabul Haq, psc (Retd)	SEIP-BACCO Project	Chief Coordinator
Syed Nasir Ershad	SEIP	AEPD (Public-1)
Mr Md. Ahsan Habib	SEIP	TVET Specialist
Mr Mohiuzzaman	SEIP	Course Specialist
Dr Md. Shah Alam Mojumder	BTEB	Specialist (Course Accreditation)
Rashmi Mehra	British Council - SD03	International Consultant for Development of CBLM
Mahbub Ul Huda	British Council - SD03	National Subject Matter Consultant IT Sector

Validation Workshop

Competency standard validation workshop participants [held on 5 April 2017]:

Name	Organisation	Designation
Ahmadul Hoq	ISC IT	Vice-Chairman
Lt Col Md. Mahtabul Haq, psc (Retd)	SEIP-BACCO Project	Chief Coordinator
Naureen Sabah Ahmed	Si2	English Language Trainer
Armina Hoq	AUGMEDIX	Partner Relationship Manager
Dr Md. Shah Alam Mojumder	BTEB	Specialist (Course Accreditation)
Mr Mohiuzzaman	SEIP	Course Specialist
Rashmi Mehra	British Council - SD03	International Consultant for Development of CBLM
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-MDS-01-G	Apply occupational health and safety (OHS) practice at workplace		8
2	SEIP-IT-MDS-02-G	Carry out workplace interaction		8
3	SEIP-IT-MDS-03-G	Operate in a team environment		8
4	SEIP-IT-MDS-04-G	Apply basic IT skills		16
Sub-Total				**40**
Sector-specific Competencies (4 units of competency required)				
1	SEIP-IT-MDS-01-S	Type documents in Bangla and English		20
2	SEIP-IT-MDS-02-S	Practice the use of internet and social network		8
3	SEIP-IT-MDS-03-S	Comply to ethical standards in IT workplace		12
4	SEIP-IT-MDS-04-S	Acquire soft skills in customer service		20
Sub-Total				**60**
Occupation-specific Competencies (7 units of competency required)				
1	SEIP-IT-MDS-01-O	Interpret medical scribe		12
2	SEIP-IT-MDS-02-O	Apply English grammar rules (North American) in the workplace		40
3	SEIP-IT-MDS-03-O	Apply writing skills in the workplace		40
4	SEIP-IT-MDS-04-O	Apply reading comprehension in the workplace		40
5	SEIP-IT-MDS-05-O	Apply listening skills in the workplace		40
6	SEIP-IT-MDS-06-O	Perform duties of medical scribe		36
7	SEIP-IT-MDS-07-O	Develop typing speed and accuracy		52
Sub-Total				**260**
Total Nominal Learning Hours				**360**

Competency Chart

Units of Competency	Elements		
Generic Specific (Basic) Competencies			
Apply occupational health and safety (OHS) practice in the workplace SEIP-IT-MDS-01-G	Identify OHS policies and procedures	Apply personal health and safety practices	Report hazards and risks
	Respond to emergencies		
Carry out workplace interaction in English SEIP-IT-MDS-02-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-MDS-03-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		
Apply basic IT skills SEIP-IT-MDS-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

Type documents in Bangla and English SEIP-IT-MDS-04-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-MDS-04-S	Interpret internet and social network	Use audio and video messaging applications	Use social network

Comply with ethical standards in IT workplace SEIP-IT-MDS-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-MDS-04-S	Understand customer service operations	Identify soft skills requirements in the workplace	Perform gesture and posture during customer service

Occupation-specific (Core) Competencies

Interpret medical scribe SEIP-IT-MDS-01-O	Identify role of medical scribe	Identify general medical coding and billing process	Operate electronic health records (EHR) system

Apply English grammar rules (North American) in the workplace SEIP-IT-MDS-02-O	Understand use of verbs	Identify subject and verb agreement	Use articles, prepositions and plurals
	Use punctuation and adjectives		

Apply writing skills in the workplace SEIP-IT-MDS-03-O	Identify and interpret diagnostic writing	Identify techniques to summarise text	Apply grammar knowledge
	Perform effective writing		

Apply reading comprehension in the workplace SEIP-IT-MDS-04-O	Read medical related material	Analyse technical medical material

Apply listening skills in the workplace SEIP-IT-MDS-05-O	Identify the nuances of North American accent	Use listening skills to summarise information	Apply focused listening to simultaneous noting

Perform duties of medical scribe SEIP-IT-MDS-06-O	Interpret medical terms	Identify common anatomical terms and medications	Perform diagnostic writing

Develop typing speed and accuracy SEIP-IT-MDS-07-O	Identify and install typing software	Develop touch-typing	Apply shorthand skills

Units and Elements Table

Generic – Compulsory (4 units of competency required)

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-MDS-01-G	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-MDS-02-G	Carry out workplace interaction	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.	8
SEIP-IT-MDS-03-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-MDS-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.	16
Total Hours			**40**

Sector-specific – Compulsory (4 units of competency required)

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-MDS-01-S	Type documents in Bangla and English	1. Install typing applications of Bangla and English. 2. Perform typing in Bangla and English. 3. Type document using different style and formats. 4. Perform touch-typing.	20

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-MDS-02-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-MDS-03-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.	12
SEIP-IT-MDS-04-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.	20
Total Hours			**60**

Occupation-specific – Compulsory (7 units of competency required)

Code	Unit of Competency	Elements of Competency	Duration (hours)
SEIP-IT-MDS-01-O	Interpret medical scribe	1. Identify role of medical scribe. 2. Identify general medical coding and billing process. 3. Operate electronic health records (EHR) system.	12
SEIP-IT-MDS-02-O	Apply English grammar rules (North American) in the workplace	1. Understand use of verbs. 2. Identify subject and verb agreement. 3. Use articles, prepositions and plurals. 4. Use punctuation and adjectives.	40
SEIP-IT-MDS-03-O	Apply writing skills in the workplace	1. Identify and interpret diagnostic writing. 2. Identify techniques to summarise text. 3. Apply grammar knowledge. 4. Perform effective writing.	40
SEIP-IT-MDS-04-O	Apply reading comprehension in the workplace	1. Read medical related material. 2. Analyse technical medical material.	40
SEIP-IT-MDS-05-O	Apply listening skills in the workplace	1. Identify the nuances of North American accent. 2. Use listening skills to summarise information.	40

Code	Unit of Competency	Elements of Competency	Duration (hours)
		3. Apply focused listening to simultaneous noting.	
SEIP-IT-MDS-06-O	Perform duties of medical scribe	1. Interpret medical terms. 2. Identify common anatomical terms and medications. 3. Perform diagnostic writing.	36
SEIP-IT-MDS-07-O	Develop typing speed and accuracy	1. Identify and install typing software. 2. Develop touch-typing. 3. Apply shorthand skills.	52
Total Hours			**260**

Generic Competencies

Unit Title:	Apply occupational health and safety (OHS) practice in the workplace
Unit Code:	SEIP-IT-MDS-01-G
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:	Carry out workplace interaction
Unit Code:	SEIP-IT-MDS-02-G
Nominal Hours:	8 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 **3.4.** Applying professional ethics at work

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-MDS-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:	Apply basic IT skills
Unit Code:	SEIP-IT-MDS-04-G
Nominal Hours:	16 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:	Type documents in English and Bangla
Unit Code:	SEIP-IT-MDS-01-S
Nominal Hours:	20 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	
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 internet and social network
Unit Code:	SEIP-IT-MDS-02-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

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
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.

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:	Comply with ethical standards in IT workplace
Unit Code:	SEIP-IT-MDS-03-S
Nominal Hours:	12 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

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 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

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 soft skills in customer service
Unit Code:	SEIP-IT-MDS-04-S
Nominal Hours:	20 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

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.

Occupation-specific Competencies

Unit Title:	Interpret medical scribe
Unit Code:	SEIP-IT-MDS-01-O
Nominal Hours:	12 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to interpret medical scribe. It specifically includes identifying the role of a medical scribe, general medical coding and billing processes, and operate electronic health records (EHR) system.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify role of medical scribe	1.1. Role of medical scribe is identified and defined. 1.2. Responsibilities of medical scribe are identified and described. 1.3. Key performance indicators of medical scribe are identified. 1.4. Functions of medical scribe and medical transcriber are distinguished. 1.5. Client's business and expectations are identified and described.
2. Identify general medical coding and billing process	2.1. Types of general **medical coding** are identified. 2.2. Medical billing procedure is identified and followed. 2.3. ICD-10 coding process is identified and interpreted.
3. Operate electronic health records (EHR) system	3.1. Basics of EHR system are identified and described. 3.2. Correct use of **electronic health records (EHR) system** is explained and demonstrated.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Medical coding	1.1. Current procedural terminology (CPT) 1.2. International classification of diseases (ICD) 1.3. Healthcare Common Procedure Coding System (HCPCS)
2. Electronic health records (HER) systems	2.1. AdvancedMD 2.2. EPIC 2.3. Cerner 2.4. Allscripts 2.5. athenahealth EHR 2.6. eClinicalWorks 2.7. Practise Fusion

	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. Described the role and responsibilities of medical scribe
	1.2. Identified and interpreted medical coding with ICD-10
	1.3. Operated electronic health records (EHR) system
2. Underpinning knowledge	**2.1.** Role and responsibilities of medical scribe
	2.2. General medical coding process (specifically, ICD-10)
	2.3. Medical billing procedures
	2.4. Electronic health records (EHR) system
3. Underpinning skills	**3.1.** Carrying out general medical coding process
	3.2. Performing medical billing procedure
	3.3. Operating electronic health records (EHR) system
4. Underpinning attitudes	**4.1.** Eager to learn
	4.2. Tidy and punctual
	4.3. Prompt in carrying out activities
	4.4. Active on teamwork
	4.5. Accepts role is shift-work based
	4.6. Communicates well with peers, subordinates and seniors in workplace
	4.7. Concerned about proper use of computer and peripherals
	4.8. Observes netiquette
	4.9. Concerned for other's rights
	4.10. 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. Job description
	5.6. Coding manuals
	5.7. Electronic health records (EHR) system
	5.8. Projector
	5.9. Stationary
	5.10. 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.** 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

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 English grammar rules (North American) in the workplace
Unit Code:	SEIP-IT-MDS-02-O
Nominal Hours:	40 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply English grammar rules (North American) in the workplace. It specifically includes understanding correct use of verbs, identifying subject and verb agreement, and using articles, preposition, plurals, adjectives and punctuation.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Understand use of verbs	1.1. Importance of using North American grammar rule in the workplace is identified. 1.2. Different **types of verbs** are identified and described. 1.3. Distinguish between perfect, present, and past tense. 1.4. Verbs are used actively and correctly in the workplace.
2. Identify subject and verb agreement	2.1. Subject in a sentence is identified and used correctly. 2.2. Proper form of verb or verbs are applied while writing, in accordance with subject.
3. Use articles, prepositions and plurals	3.1. Articles, prepositions and plurals are identified and described. 3.2. Articles, prepositions and plurals are used correctly while writing.
4. Use punctuation and adjectives	4.1. General rules of punctuation are identified and described. 4.2. Adjectives are identified and described. 4.3. Punctuation and adjectives are used correctly while writing

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Types of verbs	1.1. Action 1.2. Linking 1.3. Helping 1.4. Regular 1.5. Irregular

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.** Applied correct verb usage in writings **1.2.** Applied correct articles, prepositions and plurals in writings **1.3.** Applied correct punctuation and adjectives in writings
2. Underpinning knowledge	**2.1.** Different types of verbs **2.2.** Definition and use of subject **2.3.** Articles, prepositions and plurals **2.4.** Punctuation and adjectives
3. Underpinning skills	**3.1.** Employing correct usage of verbs **3.2.** Identifying and defining the subject **3.3.** Using appropriate articles, prepositions and plurals **3.4.** Using proper punctuation and adjectives
4. Underpinning attitudes	**4.1.** Eager to learn **4.2.** Tidy and punctual **4.3.** Prompt in carrying out activities **4.4.** Active on teamwork **4.5.** Communicates well with peers, subordinates and seniors in workplace **4.6.** Concerned about proper use of computer and peripherals **4.7.** Concerned for other's rights **4.8.** 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.** Grammar reference book **5.6.** Language style guide **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

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.	
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:	Apply writing skills in the workplace
Unit Code:	SEIP-IT-MDS-03-O
Nominal Hours:	40 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply writing skills in the workplace. It specifically includes identifying and interpreting diagnostic writing, identifying techniques to summarise text, apply correct grammar knowledge to work, and performing effective medical writing.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify and interpret diagnostic writing	1.1. Correct techniques of diagnostic writing are identified and interpreted. 1.2. Diagnostic writing is performed as per **quality standard procedure**.
2. Identify techniques to summarise text	2.1. Techniques of summarising text are identified and interpreted. 2.2. Summarising text is performed as per quality standard procedure.
3. Apply grammar knowledge	3.1. Grammar knowledge to be applied to medical writing is identified. 3.2. Correct grammar knowledge is applied to medical writing as per quality standard procedure without diluting the context.
4. Perform effective writing	4.1. Medical writing is composed clearly, concisely and accurately. 4.2. Advice and guidance on medical terms and situations is obtained from **designated person**, as required.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Quality standard procedure	1.1. Quality handbook and/or guideline prescribed by sector, industry or individual organisation
2. Designated person	2.1. Editor 2.2. Supervisor 2.3. Medical practitioner

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. Performed diagnostic writing as per quality standard procedure 1.2. Performed medical writing as per quality standard procedure 1.3. Carried out summarisation of text following appropriate grammar rules
2. Underpinning knowledge	2.1. Diagnostic writing techniques 2.2. Text summarisation techniques 2.3. Quality standard procedures 2.4. Grammar and punctuation
3. Underpinning skills	3.1. Performing diagnostic writing as per quality standard procedure 3.2. Carrying out summarisation of text as per quality standard procedure 3.3. Performing medical writing following correct grammar and punctuation usage
4. Underpinning attitudes	4.1. Eager to learn 4.2. Tidy and punctual 4.3. Prompt in carrying out activities 4.4. Active on teamwork 4.5. Communicates well with peers, subordinates and seniors in workplace 4.6. Concerned about proper use of computer and peripherals 4.7. Concerned for other's rights 4.8. Sincere and honest concerning duties
5. Resource implications	The following resources must be provided: 3.1. Workplace (simulated or actual) 3.2. Computer/laptop/notebook 3.3. Software 3.4. Internet 3.5. Projector 3.6. Stationary 3.7. Learning manual
4. Methods of assessment	Methods of assessment may include but is not limited to: 4.1. Written test 4.2. Oral test 4.3. Observation 4.4. Demonstration 4.5. 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:	Apply reading comprehension in the workplace
Unit Code:	SEIP-IT-MDS-04-O
Nominal Hours:	40 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply reading comprehension in the workplace. It specifically includes reading medical related material, and analysing technical medical material.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Read medical related material	1.1. Medical related material is read and content understood. 1.2. Various medical situations are explained using simple terms and phrases. 1.3. Gaps in knowledge are identified and clarification is sought from **appropriate person** and **references**.
2. Analyse technical medical material	2.1. Commonly used medical terms and associated medical processes and procedures are identified. 2.2. Main idea is identified and key facts are construed from technical medical material. 2.3. Key points in technical text is interpreted and summarised.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Appropriate person	1.1. Editor 1.2. Supervisor 1.3. Medical practitioner
2. References	2.1. Medical dictionary 2.2. Relevant handbook or manual 2.3. Drug and prescription information sources and databases 2.4. Appropriate person

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. Read and comprehended medical related material 1.2. Identified and described common medical terms, situations, processes and procedures 1.3. Analysed technical medical material, main idea and key facts 1.4. Identified knowledge gaps and sought clarification from relevant source

2. Underpinning knowledge	2.1. Basic medical terminology
	2.2. Fundamental medical word structure
	2.3. Systems of the human body
	2.4. Grammar and punctuation
	2.5. Techniques for summarisation of text
3. Underpinning skills	3.1. Reading and comprehending basic medical related material
	3.2. Analysing technical medical material including identifying main idea and key parts
	3.3. Identifying and describing common medical terms, situations, processes and procedures
	3.4. Identifying and applying correct grammar and punctuation rules
4. Underpinning attitudes	4.1. Eager to learn
	4.2. Tidy and punctual
	4.3. Prompt in carrying out activities
	4.4. Active on teamwork
	4.5. Communicates well with peers, subordinates and seniors in workplace
	4.6. Concerned about proper use of computer and peripherals
	4.7. 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. Medical material
	5.6. Reference material
	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

<table>
<tr><td colspan="2">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.</td></tr>
<tr><td>7. Context of assessment</td><td>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.</td></tr>
<tr><td colspan="2">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.</td></tr>
</table>

Unit Title:	Apply listening skills in the workplace
Unit Code:	SEIP-IT-MDS-05-O
Nominal Hours:	40 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to apply listening skills in the workplace. It specifically includes identifying the nuances of North American accent, using listening skills to summarise information, and applying focused listening to simultaneous noting.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify the nuances of North American accent	1.1. North American accent is identified and regional variances, if possible. 1.2. Comprehension of accent is undertaken in accordance with approved **quality standard**. 1.3. Key points are identified and interpreted from effective listening.
2. Use listening skills to summarise information	2.1. Subject matter is comprehended and summarised into text from listening as per approved quality standard. 2.2. Complex, technical and professional information is correctly interpreted and transcribed.
3. Apply focused listening to simultaneous noting	3.1. Techniques of focused listening and simultaneous noting are identified and followed. 3.2. Key points are noted in clear and concise manner while listening to the audio.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Quality standard	1.1. IELTS 1.2. TOEFL 1.3. CEFR

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 and understood key message through effective listening 1.2. Interpreted and summarised subject matter into text through effective listening 1.3. Made notes whilst simultaneously focused listening

2. Underpinning knowledge	2.1. North American accent and regional variations
	2.2. Effective listening techniques
	2.3. Focused listening
	2.4. Note taking methods
	2.5. Quality standards
3. Underpinning skills	3.1. Identifying North American accent and regional variations
	3.2. Identifying, interpreting and summarising key points
	3.3. Employing effective listening techniques to work practices
	3.4. Taking clear and concise notes whilst simultaneously listening
4. Underpinning attitudes	4.1. Eager to learn
	4.2. Tidy and punctual
	4.3. Prompt in carrying out activities
	4.4. Communicates well with peers, subordinates and seniors in workplace
	4.5. Concerned about proper use of computer and peripherals
	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. Reference materials
	5.6. Audio recordings
	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.

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:	Perform duties of medical scribe
Unit Code:	SEIP-IT-MDS-06-O
Nominal Hours:	36 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to perform duties of medical scribe. It specifically includes interpreting medical terms and phrases, common anatomical terms, common medications, and performing diagnostic note writing.

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Interpret medical terms	1.1. Common medical terms and phrases are identified and interpreted. 1.2. Abbreviations for commonly used medical terms, processes and procedures are identified and interpreted. 1.3. Oral instructions are received, understood and documented properly using correct medical terminology.
2. Identify common anatomical terms and medications	2.1. Common **anatomical terms** are identified correctly. 2.2. Common **medications** are identified correctly. 2.3. Medical terminology is spelt correctly and used in appropriate context, using **references** where necessary. 2.4. Appropriate vocabulary, grammar and punctuation is identified and used.
3. Perform writing diagnostic notes	3.1. The structure and components of a SOAP Note (medical chart) are identified and described. 3.2. Standard note templates are identified. 3.3. Common medical procedures are identified. 3.4. Writing of diagnostic notes is properly carried out. 3.5. Advice from **designated person** is sought to clarify medical terms and processes, if required.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Anatomical terms	1.1. Lateral 1.2. Medial 1.3. Superior 1.4. Inferior 1.5. Anterior 1.6. Posterior 1.7. Cervical 1.8. Cranial 1.9. Distal 1.10. Abdominal

Range of Variables	
Variable	**Range** *(may include but not limited to)*
2. Medications	**2.1.** Paracetamol **2.2.** Codeine **2.3.** Ventolin **2.4.** Ibuprofen **2.5.** Analgesics **2.6.** Cold and flu **2.7.** Antidepressants
3. References	**3.1.** Medical dictionary **3.2.** Relevant handbook or manual **3.3.** Designated person **3.4.** Drug and prescription information sources and databases
4. Designated person	**4.1.** Editor **4.2.** Supervisor **4.3.** Medical practitioner

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 common medical terms, phrases, processes and procedures **1.2.** Used correct medical terminology and associated abbreviations **1.3.** Produced accurate medical chart records using correct terminology and abbreviations (where appropriate) **1.4.** Composed diagnostic notes following proper structure
2. Underpinning knowledge	**2.1.** Common medical terms, phrases, processes and procedures **2.2.** Abbreviations for common medical terms, phrases, processes and procedures **2.3.** Common anatomical terms and medications **2.4.** Structure and components of SOAP Note (medical chart) **2.5.** Grammar and punctuation rules

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.	

3. Underpinning skills	**3.1.** Identifying and interpreting common medical terms, phrases, processes and procedures
	3.2. Identifying and interpreting abbreviations of common medical terms, phrases, processes and procedures
	3.3. Identifying common anatomical terms and medications (and their respective abbreviation)
	3.4. Utilising appropriate reference sources when required
	3.5. Writing diagnostic notes following proper method and structure
4. Underpinning attitudes	**4.1.** Eager to learn
	4.2. Tidy and punctual
	4.3. Prompt in carrying out activities
	4.4. Active on teamwork
	4.5. Communicates well with peers, subordinates and seniors in workplace
	4.6. Concerned about proper use of computer and peripherals
	4.7. 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. Anatomy charts and diagrams
	5.6. Medication charts
	5.7. Terminology charts
	5.8. SOAP note templates
	5.9. Reference material
	5.10. Projector
	5.11. Stationary
	5.12. 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

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:	Develop typing speed and accuracy
Unit Code:	SEIP-IT-MDS-07-O
Nominal Hours:	52 hours
Unit Descriptor:	This unit covers the skills, knowledge and attitudes required to developing typing speed and accuracy. It specifically includes [insert summary of elements of the unit of competency].

Elements of Competency	Performance Criteria (**bold and underlined** terms are elaborated in the Range of Variables)
1. Identify and install typing software	**1.1.** Appropriate **typing software** is identified. **1.2.** Typing software is correctly installed onto **device**. **1.3.** Medical scribing is performed using typing software.
2. Develop touch-typing	**2.1.** Identify and apply keyboard functions for both alpha and numeric strokes. **2.2.** Apply touch-typing technique to complete task at speed of 30 – 60 words per minute (wpm) with 95% accuracy. **2.3.** Proof read document carefully to identify errors and amend as necessary.
3. Apply shorthand skills	**3.1.** Identify effective **shorthand** technique to produce documents within stipulated timeframe. **3.2.** Record shorthand notes from dictation source to ensure clear, concise and complete message is transcribed. **3.3.** Produce text from shorthand notes to at least 95% accuracy. **3.4.** Self-check final text for accuracy, spelling, grammar, punctuation and formatting, and amend as necessary.

Range of Variables	
Variable	**Range** *(may include but not limited to)*
1. Typing software	**1.1.** Typing Master **1.2.** Rapid Typing Tutor **1.3.** Typing Tutor **1.4.** Typing Club
2. Device	**2.1.** Personal computer **2.2.** Laptop **2.3.** Notebook
3. Shorthand	**3.1.** Geometric **3.2.** Script **3.3.** Semi-script **3.4.** Stenoscript **3.5.** Alphabetic

1. Critical aspects of competency	Assessment must evidence that the candidate:
	1.1. Performed touch-typing using appropriate software and technique
	1.2. Produced documents from shorthand notes with at least 95% accuracy
	1.3. Recorded and transcribed shorthand notes from dictation source

2. Underpinning knowledge	**2.1.** Typing software
	2.2. Touch-typing techniques
	2.3. Shorthand techniques
	2.4. Grammar and punctuation rules

3. Underpinning skills	**3.1.** Performing touch-typing using appropriate technique at a speed of 30-60 words per minute (wpm) and 95% accuracy
	3.2. Producing documents from shorthand notes using appropriate technique with at least 95% accuracy
	3.3. Proof reading and editing created document to identify errors and ensure accuracy

4. Underpinning attitudes	**4.1.** Eager to learn
	4.2. Tidy and punctual
	4.3. Prompt in carrying out activities
	4.4. Communicates well with peers, subordinates and seniors in workplace
	4.5. Concerned about proper use of computer and peripherals
	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. Shorthand manual
	5.6. Dictaphone
	5.7. Projector
	5.8. Stationary
	5.9. Learning manual

<table>
<tr>
<td colspan="2">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.</td>
</tr>
<tr>
<td>6. Methods of assessment</td>
<td>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</td>
</tr>
<tr>
<td>7. Context of assessment</td>
<td>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.</td>
</tr>
<tr>
<td colspan="2">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.</td>
</tr>
</table>