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Skills for Employment Investment Program (SEIP)

ASSESSMENT TOOL

FOR

IT FREELANCING

(IT SECTOR)

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

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PART A – THE ASSESSOR

Instructions to Assessor

Assessment is the process of identifying a candidate's skills and knowledge set against the industry established standards in the workplace. It requires the candidate to consistently and over time demonstrate skills, knowledge and attitude that enable confident completion of workplace tasks in a variety of situations.

In judging assessment evidence, the assessor must ensure that the evidence is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the endorsed competency standard)
- reliable (show that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of work covered by the endorsed unit of competency)
- sufficient (covers the full range of elements in the relevant unit of competency)

There are a number of assessment methods that may be employed including but not limited to:

- written examination
- oral questioning
- practical demonstration

A single unit of competency may be assessed or a group of units of competency may be assessed, either in an actual workplace or a simulated workplace environment.

Conducting Assessment

Prior to commencement of assessment, candidates must have the tasks clearly explained to them. Also, the assessor should provide candidates with clear advice and information about the:

- date, time and place for assessment
- structure of assessment
- number of times performance must be demonstrated or observed
- amount or type of assistance candidates can expect
- assessment environment
- resources required for assessment
- performance standards or benchmarks relevant to the qualification

As well as informing the candidate of what they will be required to do during the assessment, the assessor will also need to explain what evidence they will need to provide in response to the various assessment tasks.

If a candidate is required to submit evidence, any explanation must include specific guidance on:

- what to include as evidence
- how to present the evidence
- how to submit the evidence and to whom

Assessing Competence

Competency-based assessment does not award grades, but simply identifies if the candidate has the skills, knowledge and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency an assessor has two possible results (assessment decisions) that can be awarded:

- Competent (C)
- Not Yet Competent (NYC)

Competent (C)

If the candidate is able to successfully answer and demonstrate what is required to the expected standard of the assessment criteria, they will be deemed as 'Competent'.

The assessor will award 'Competent' if they feel the candidate has the necessary skills, knowledge and attitudes in all assessment tasks for a given package.

Not Yet Competent (NYC)

If the candidate is unable to answer and demonstrate competency to the expected standard, they will be deemed to be 'Not Yet Competent'.

This does not mean the candidate will need to complete all the assessment tasks again. When applying for reassessment, the focus will be on the specific assessment tasks that were not performed to the required standard.

The candidate may be required to:

- (a) undertake further training or instruction
- (b) undertake the specific assessment task again until they are deemed to be competent

Recording Assessment Information

When all assessment tasks are concluded, the evidence summary sheet should be completed, signed by all parties, and any outstanding activities or issues actioned.

The assessor should ensure that all appropriate forms are completed and signed by all parties.

CHECKLIST FOR ASSESSOR		
Prior to the assessment I have:	Tick (✓)	Remarks
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the assessment criteria to be assessed, assessment plan and evidence plan.		
Reviewed the assessment criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Collected the admission slips.		
Put candidates at ease by being friendly and helpful.		
Checked completed self-assessment guide.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and the assessment procedure.		
Provided candidates with an overview of the assessment criteria to be used.		
Gave specific and clear instructions to the candidates.		
Observed carefully the specified time limits provided in the assessment package.		
Stayed at the assessment area during the entire duration of the assessment activity.		
Ensured notes are made on unusual conditions or situations during the assessment and include these in the report.		
Did not provide any assistance during the assessment or indicated in any way whether the candidate is or is not performing the activity correctly (intervened only for health and safety reasons).		

Implemented the evidence gathering process and ensured its validity, reliability, fairness and flexibility.		
Collected appropriate evidence and matched relevance to the elements, performance criteria, range of variables and evidence guide in the relevant units of competency.		
Explained the results reporting procedure to the candidate.		
Encouraged candidates to seek clarifications if in doubt about the pre- and post-assessment activity procedures.		
Asked candidates for feedback on the assessment.		
Explained legal, health and safety, and ethical issues, if applicable.		
After the assessment I have:		
<p>Provided feedback on the assessment decision. This includes the following:</p> <ul style="list-style-type: none"> ▪ clear and constructive feedback on the assessment decision ▪ information on ways of addressing any identified gaps in competency revealed by the assessment ▪ opportunity to discuss the assessment process and outcome ▪ information on reassessment process (if necessary) ▪ information on appeal (if necessary) 		
<p>Prepared the necessary assessment reports. This includes the following:</p> <ul style="list-style-type: none"> ▪ record the assessment decision using the prescribed rating sheet ▪ maintain records of the assessment procedures, evidence collected and assessment decision ▪ endorse assessment decision to BTEB ▪ prepare recommendations for the issuance of certificate 		
Thanked candidate for participating in the assessment.		

Assessment Evidence Guide

The purpose of assessment is to confirm that an individual can perform to the standards expected by in the workplace, as expressed in the competency standards.

To attain the certificate of **IT Freelancing**, a candidate must demonstrate competent skill and knowledge in all the units of competency listed below. Upon successful completion of all assessment activities, a candidate shall be awarded with a certificate.

CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-ITF-01-G	Carry out workplace interaction in English
SEIP-IT-ITF-02-G	Operate in a team environment
SEIP-IT-ITF-03-G	Make a presentation
SEIP-IT-ITF-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-ITF-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITF-02-S	Type documents in Bangla and English
SEIP-IT-ITF-03-S	Use internet and social network
SEIP-IT-ITF-04-S	Comply with ethical standards in IT workplace
SEIP-IT-ITF-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-ITF-01-O	Apply basic knowledge of IT freelancing
SEIP-IT-ITF-02-O	Perform data entry
SEIP-IT-ITF-03-O	Perform search engine optimization (SEO)
SEIP-IT-ITF-04-O	Perform affiliate marketing
SEIP-IT-ITF-05-O	Implement business activities

Assessment Evidence Plan

An assessment evidence plan is a document that assists in establishing what evidence needs to be collected by the assessor to ensure that the candidate meets all the appropriate requirements of the competency standard. It usually contains a record of:

- evidence requirements as set out in the competency standard
- who will collect the evidence
- time period needed to collect the evidence

Occupation:	IT Freelancing					
Unit Name:	Carry out workplace interaction in English					
Unit Code:	SEIP-IT-ITF-01-G					
Assessment Method:	P	O	W			
	Performance <i>(including demonstration and observation)</i>	Oral questioning	Written examination <i>(including short-answer, multiple choice, and true or false questions)</i>			
Element	Performance Criteria			P	O	W
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.		√	

Occupation:	IT Freelancing					
Unit Name:	Operate in a team environment					
Unit Code:	SEIP-IT-ITF-02-G					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
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 necessary.			√		
	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.			√		

Occupation:	IT Freelancing				
Unit Name:	Make a presentation				
Unit Code:	SEIP-IT-PCS-03-G				

Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
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 clearly explained and utilised.	√				
	1.4. Portfolio is created on professional social media.	√				
2. Identify interview techniques	2.1. Types of interviews are identified and explained.		√			
	2.2. Interview techniques are identified and described.		√			
	2.3. Steps to prepare for interview are identified and employed.				√	
	2.4. Interview phases are identified recognised.				√	
3. Prepare official presentation	3.1. Presentation media is identified.		√			
	3.2. Presentation plan is outlined.		√			
	3.3. Presentation is prepared.	√				

Occupation:	IT Freelancing					
Unit Name:	Apply basic IT skills					
Unit Code:	SEIP-IT-ITF-04-G					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
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. Comprehend 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 technique is practiced.	√		
	3.5. Saving and retrieving technique of a document are used.	√		
4. Work with spread sheet	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 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 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.	√		

Occupation:	IT Freelancing					
Unit Name:	Apply occupational health and safety (OHS) in the workplace					
Unit Code:	SEIP-IT-ITF-01-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
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. Responded to alarms and warning devices.		√	
	4.2. Emergency response plans and procedures are responded.		√	
	4.3. First aid procedures during emergency situations are identified.		√	

Occupation:	IT Freelancing					
Unit Name:	Type documents in Bangla and English					
Unit Code:	SEIP-IT-PCS-02-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
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 formats for typing documents are identified.			√		
	3.2. Different styles in typing document 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.	√		
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Occupation:	IT Freelancing			
Unit Name:	Use internet and social network			
Unit Code:	SEIP-IT-ITS-03-S			
Assessment Method:	P	O	W	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
Element	Performance Criteria	P	O	W
1. Interpret internet and social network	1.1. The internet and how it works 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.	√		

Occupation:	IT Freelancing			
Unit Name:	Comply with ethical standards in the workplace			
Unit Code:	SEIP-IT-ITF-04-S			
Assessment Method:	P	O	W	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
Element	Performance Criteria	P	O	W
1. Interpret the interests of clients	1.1. Client's view is interpreted and respected.		√	
	1.2. Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.		√	

	1.3. Potential conflicts of interests are identified and informed to proper authority.		√	
2. Deliver quality products and services	1.4. Benchmark of product and service quality is identified.		√	
	1.5. Necessity of quality product and service delivery is identified and followed.	√		√
	1.6. 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.	√		

Occupation:	IT Freelancing					
Unit Name:	Acquire soft skills in customer service					
Unit Code:	SEIP-IT-PCS-05-S					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Understand customer service operations	1.1. Customer service operation is identified and interpreted.					√
	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 interactions interaction.			√		
	3.2. Do's and don'ts of body language and posture during customer service interaction are identified.				√	

Occupation:	IT Freelancing					
Unit Name:	Apply basic knowledge of IT Freelancing					
Unit Code:	SEIP-IT-ITF-01-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Identify basics of IT freelancing	1.1. IT freelancing is identified and defined.					√
	1.2. IT freelancing opportunities are identified.			√	√	
	1.3. Technical skills for freelancing are identified and explained.					√
	1.4. Payment procedure in IT freelancing is described.					√
2. Use platforms for IT freelancing components	2.1. Platforms for IT freelancing are identified.				√	
	2.2. Working process on freelancing platforms is explained.					√
	2.3. Platforms are used to search for freelancing jobs.			√		
3. Utilise portfolio	3.1. Portfolio is explained.					√
	3.2. Own portfolio is created and updated.			√		
	3.3. Portfolio is used to search for freelancing jobs.			√		

Occupation:	IT Freelancing					
Unit Name:	Perform data entry					
Unit Code:	SEIP-IT-ITF-02-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
1. Identify data entry	1.1. Data entry work is defined.				√	
	1.2. Tools for data entry work are identified and described.					√
	1.3. Source of data entry work are explored.			√		
	1.4. Data entry work collection techniques are applied			√		
2. Perform data entry	2.1. Data entry work is collected from portal.			√		
	2.2. Data entry is performed with preferred tools.			√		

	2.3. Quality parameters of data entry work are checked.		√	
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Occupation:	IT Freelancing			
Unit Name:	Perform search engine optimisation (SEO)			
Unit Code:	SEIP-IT-ITF-03-O			
Assessment Method:	P	O	W	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
Element	Performance Criteria	P	O	W
1. Identify and interpret SEO	1.1. Basic HTML requirements are identified.		√	
	1.2. Search engine is identified and explained.			√
	1.3. Actions of a search engine during a search are identified and interpreted.			√
	1.4. Search engine optimisation is defined and relevant tools are identified.	√		√
	1.5. Spamming is explained.		√	
2. Establish website for SEO	2.1. Domain name is chosen for better SEO.		√	
	2.2. SEO friendly file names and extensions are applied.	√		
	2.3. SEO friendly website design and layout is used.	√		
	2.4. robots.txt, sitemap.xml and urllist.txt files are explained and developed.	√		
3. Apply on-page SEO techniques	3.1. On-page SEO is explained.			√
	3.2. Keyword optimisation concepts are interpreted and applied.	√		
	3.3. Meta and title tag is used for optimisation.	√		
	3.4. Anchor text is applied for SEO.	√		
	3.5. Unique contents are applied for SEO.	√		
	3.6. WordPress updating techniques are used.	√		
4. Apply off-page SEO techniques	4.1. Off-page SEO is explained.			√
	4.2. Off-page SEO techniques are identified and explained.	√	√	
	4.3. Off-page SEO techniques are applied.	√		
5. Identify mobile SEO techniques	5.1. Mobile SEO is explained.		√	
	5.2. Mobile configuration is selected.	√		
	5.3. Google and other search engines are informed.		√	

	5.4. Tools for mobile SEO are identified and interpreted.	√		√
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Occupation:	IT Freelancing					
Unit Name:	Perform affiliate marketing					
Unit Code:	SEIP-IT-ITF-04-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Explain affiliate marketing	1.1. Affiliate marketing and common terms are defined.				√	
	1.2. Basic payment methods are explained.					√
	1.3. Affiliate marketing platforms are identified and described.					√
2. Perform affiliate marketing	2.1. Affiliate platform is identified and selected.			√		
	2.2. Affiliate system is adopted with online store.			√		
	2.3. Reliable tracking system is implemented.			√		
	2.4. Proper affiliate marketing tools are used.			√		
	2.5. Convenient payment system is implemented.			√		
3. Develop strategies for success	3.1. Common challenges to affiliate marketing are identified.				√	
	3.2. Solutions to common challenges are identified and implemented.					√
	3.3. Power techniques are identified and applied.			√		
	3.4. Common challenges to affiliate marketing are identified.				√	
	3.5. Solutions to common challenges are identified and implemented.					√

Occupation:	IT Freelancing					
Unit Name:	Implement business activities					
Unit Code:	SEIP-IT-ITF-05-O					
Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W

1. Apply business practice	1.1. Idea of entrepreneurship is explained.			√
	1.2. Visual communication skills are identified and described.		√	
	1.3. Time management skills are identified and described.		√	
	1.4. Financial issues are identified and interpreted.			√
	1.5. Legal issues are identified and interpreted.			√
2. Bid for job	2.1. Job is identified and bid submitted.	√		
	2.2. Job is awarded.	√		
3. Perform job	3.1. Plan for job is prepared.	√		
	3.2. Awarded job is performed.	√		
	3.3. Completed job is submitted.	√		
	3.4. Appropriate payment system is applied for receiving payment.	√		

PART B – THE CANDIDATE

Instructions to Candidate

To be assessed as competent, you must provide evidence which demonstrates that you can perform to the necessary standard the various elements of these units of competency that comprise of the Certificate in **IT Freelancing**. Assessment of competency requires you to consistently demonstrate skill, knowledge and aptitude (through a variety of assessment tools such as multiple choice, short-answer questions, oral questioning, workplace observation, and practical demonstration) that enables confident completion of workplace tasks in a variety of situations.

In judging the evidence, your assessor must ensure that the evidence is:

- authentic (your own work)
- valid (directly related to the current version of the units of competency)
- reliable (consistently demonstrates of your knowledge and skill)
- current (shows your current capacity to perform the work)
- sufficient (covers the full range of elements comprised within the units of competency)

Furthermore, the assessment process must:

- provide for valid, reliable, flexible and fair assessment
- provide for judgment to be made on the basis of sufficient evidence
- offer valid, authentic and current evidence
- include workplace requirements

There are two types of assessment:

1. **Knowledge Assessment** - is designed to enable assessment against the various *elements* contained within the units of competency through a variety of activities such as multiple choice, short-answer questions, oral questioning. It is essentially examining your theoretical knowledge.

This provides the assessor with substantial evidence of your knowledge and aptitude to perform the work relating to the specific unit of competency, in conjunction with other assessment tools such as workplace observation.

You should complete the knowledge assessment as directed by the assessor and follow all instructions as and when given. If you are unable to complete the knowledge assessment, please speak to the assessor about alternative assessment solutions.

2. **Skill Assessment** - is designed to enable assessment against the various *performance criteria* contained within the units of competency through, for example, demonstration of skill in a simulated or actual work environment. In essence, it is an examination of your practical ability.

This provides the assessor with substantial evidence of your ability to perform the work relating to the specific unit of competency to the standard expected by industry (the benchmark).

You should complete the skill assessment as directed by the assessor and follow all instructions as and when given, ensuring your own health and safety.

Once you have been assessed as competent against all of the units of competency comprising of the qualification being undertaken, you will be awarded your certificate.

You assessor will discuss in more detail the requirements for assessment for each unit of competency at the appropriate time.

And please do not panic if you are not assessed as competent on any part of your qualification at your first attempt. Your assessor will discuss with you any identified skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Self-Assessment Guide

Before undertaking any assessment, you should review the list of skills, knowledge and aptitudes relating to the assessment (drawn from the units of competency, its various elements and performance criteria) to determine whether you have current competency in these areas.

If you believe you can demonstrate the skills and knowledge required and can successfully complete the various assessment activities, you should then proceed to discuss your assessment with the assessor and complete Assessment Agreement.

However, should you not believe, for whatever reason, that you are not able to successfully complete the various assessment activities, then speak with the assessor. The assessor will assist you in identifying any skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Please complete the self-assessment checklist below and discuss with the assessor.

Qualification:	IT Freelancing	
Units of competency:	<p>Generic units:</p> <p>Carry out workplace interaction in English</p> <p>Operate in a team environment</p> <p>Apply basic IT skills</p> <p>Sector-specific units:</p> <p>Apply occupational health and safety (OHS) in the workplace</p> <p>Use internet and social network</p> <p>Comply with ethical standards in the workplace</p> <p>Occupation-specific units:</p> <p>Apply basic knowledge of IT Freelancing</p> <p>Read and interpret schematic diagrams</p> <p>Use tools and equipment for servicing</p> <p>Perform troubleshooting</p> <p>Implement business practices</p>	
Instructions:		
<ul style="list-style-type: none"> ▪ Read each of the questions in the left-hand column of the chart ▪ Place a tick (√) in the appropriate box opposite each question to indicate your answer 		
Can I?	YES	NO
▪ Interpret workplace code of conducts as per organisational guidelines?		
▪ Maintain appropriate lines of communication with supervisors and colleagues?		
▪ Conduct workplace interactions in a courteous manner to gather and convey information?		
▪ Comprehend workplace procedures and matters?		
▪ Interpret workplace documents correctly?		

▪ Understand visual information/symbols/signage correctly?		
▪ Access specific and relevant information from appropriate sources?		
▪ Use appropriate medium to transfer information and ideas?		
▪ Attend team meetings on time?		
▪ Follow meeting procedures and etiquette?		
▪ Ensure active participation, express opinions and hear?		
▪ Provide inputs and interpret in line with the meeting purpose.		
▪ Perform responsibilities as a team member?		
▪ Perform tasks in accordance with workplace procedures?		
▪ Maintain confidentiality?		
▪ Avoid inappropriate and conflicting situations?		
▪ Identify and interpret roles and objectives of the team?		
▪ Identify and interpret roles and responsibilities of team members?		
▪ Identify personal role and responsibilities within the team environment?		
▪ Interpret reporting relationships within team and external to team?		
▪ Identify other teammates' tasks and provide support?		
▪ Encourage the team through sharing information or expertise, working together to solve problems, and putting team success first?		
▪ Interpret views and opinions of other team members?		
▪ Identify problems faced at the individual and team level?		
▪ Identify a range of solutions and courses of action?		
▪ Recognize the good ideas of others to help develop solutions?		
▪ Look beyond the obvious and not stopped at the first answers?		
▪ Identify personal written presentation matters and requirements?		
▪ Identify and apply standard resume writing techniques?		
▪ Clearly explain and utilise standard cover letter points?		
▪ Create portfolio on professional social media?		
▪ Identify and explain types of interviews?		
▪ Identify and describe interview techniques?		
▪ Identify and employ steps to prepare for interview?		
▪ Identify and recognize interview phases?		
▪ Identify presentation media?		
▪ Outline presentation plan?		
▪ Presentation is prepared.		
▪ Identify and summarise history of information technology (IT)?		

▪ Identify and describe commonly used IT tools?		
▪ Identify basic parts of a computer?		
▪ Demonstrate turning on and off technique of a computer?		
▪ Interpret the working environment of operating system?		
▪ Interpret simple trouble-shooting techniques?		
▪ Operate word processing application appropriate to perform activity?		
▪ Apply basic typing technique to document?		
▪ Employ word processing techniques to document?		
▪ Practice personal CV writing using suitable word processing technique?		
▪ Use saving and retrieving technique of a document?		
▪ Identify and interpret spreadsheet working environment, functions and features?		
▪ Perform data entry on spreadsheet appropriate to perform activity?		
▪ Apply data manipulation techniques to spreadsheet?		
▪ Create and save spreadsheet document?		
▪ Explain use of email account in online environment?		
▪ Complete writing and sending workplace emails?		
▪ Identify and select different browsers to work online?		
▪ Browse different web portals and apply proper search techniques?		
▪ Interpret OHS policies and safe operating procedures?		
▪ Identify and follow safety signs and symbols?		
▪ Interpret response, evacuation procedures and other contingency measures correctly?		
▪ Apply OHS policies and procedures in the workplace?		
▪ Recognize common health issues?		
▪ Identify common safety issues?		
▪ Check for OSH hazards in the workplace prior to commencing and during work?		
▪ Identify hazards and unacceptable performance in the workplace?		
▪ Identify and respond to warning alarms?		
▪ Respond to emergency response plans?		
▪ Identify first aid procedures during emergency?		
▪ Identify and install typing applications in Bangla?		
▪ Identify and install typing applications in English?		
▪ Identify appropriate tools for typing?		
▪ Select appropriate keyboard layout for Bangla typing?		

▪ Use touch typing technique?		
▪ Carry out typing Bangla and English with preferred tools?		
▪ Identify different style formats for typing documents?		
▪ Apply different styles in typing document to document?		
▪ Create and save typed document?		
▪ Carry out error free typing at a speed of 40–60 wpm in English?		
▪ Carry out error free typing at a speed of 30–50 wpm in Bangla?		
▪ Explain the internet and how it works?		
▪ Identify appropriate social networks?		
▪ Identify audio and video equipment appropriate to work activity?		
▪ Identify audio and video applications appropriate to work activity?		
▪ Carry out video conferencing with appropriate application?		
▪ Carry out audio conferencing with appropriate application?		
▪ Create account on social network?		
▪ Use social network effectively?		
▪ Interpret and respect client's view is interpreted?		
▪ Paraphrase confidentiality of information?		
▪ Identify potential conflicts of interests?		
▪ Identify benchmark of product and service quality?		
▪ Interpret need of quality product and service delivery?		
▪ Implement quality process to develop quality products and services implemented following Industry and international standards?		
▪ Follow agreed standards to deliver product or services and commitment to deadlines?		
▪ Project professional image in the workplace?		
▪ Negotiate clients effectively?		
▪ Achieve IT security compliance?		
▪ Interpret workplace code of conduct?		
▪ Follow code of conduct as stated in company guidelines in the workplace?		
▪ Identify and interpret customer service operation?		
▪ Identify duties of a customer service agent?		
▪ Identify and define customer service skills?		
▪ Identify meaning of soft skills is clearly stated and key components?		
▪ Recognise soft skill requirements in the workplace with specific emphasis on situational requirements?		
▪ Employ correct body language and posturing during customer interactions interaction?		

▪ Identify do's and don'ts of body language and posture during customer service interaction?		
▪ Identify and define IT freelancing?		
▪ Identify IT freelancing opportunities?		
▪ Identify and explain technical skills for freelancing?		
▪ Describe payment procedure in IT freelancing?		
▪ Identify platforms for IT freelancing?		
▪ Explain working process on freelancing platforms?		
▪ Use platforms to search for freelancing jobs?		
▪ Explain portfolio?		
▪ Create and update own portfolio?		
▪ Use portfolio to search for freelancing jobs?		
▪ Define data entry work?		
▪ Identify and describe tools for data entry work?		
▪ Explore source of data entry work?		
▪ Apply data entry work collection techniques?		
▪ Collect data entry work from portal?		
▪ Perform data entry with preferred tools?		
▪ Check quality parameters of data entry work?		
▪ Identify basic HTML requirements?		
▪ Identify and explain search engine?		
▪ Identify and interpret actions of a search engine during a search?		
▪ Identify search engine optimisation is defined and relevant tools?		
▪ Experience spamming?		
▪ Choose domain name for better SEO?		
▪ Apply SEO friendly file names and extensions?		
▪ Use SEO friendly website design and layout?		
▪ Explain and develop robots.txt, sitemap.xml and urllist.txt files?		
▪ Explain on-page SEO?		
▪ Interpret and apply keyword optimisation concepts?		
▪ Use meta and title tag for optimisation?		
▪ Apply anchor text for SEO?		
▪ Apply unique contents for SEO?		
▪ Use Word Press updating techniques?		
▪ Explain off-page SEO?		
▪ Identify and explain off-page SEO techniques?		

▪ Apply off-page SEO techniques?		
▪ Explain mobile SEO?		
▪ Select mobile configuration?		
▪ Inform Google and other search engines?		
▪ Identify and interpret tools for mobile SEO?		
▪ Define affiliate marketing and common terms?		
▪ Explained basic payment methods?		
▪ Identify and describe affiliate marketing platforms?		
▪ Identify and select affiliate platform?		
▪ Adopt affiliate system with online store?		
▪ Implement reliable tracking system?		
▪ Use proper affiliate marketing tools?		
▪ Implement convenient payment system?		
▪ Identify common challenges to affiliate marketing?		
▪ Identify and implement solutions to common challenges?		
▪ Identify and apply power techniques?		
▪ Identify common challenges to affiliate marketing?		
▪ Identify and implement solutions to common challenges?		
▪ Explain idea of entrepreneurship?		
▪ Identify and describe visual communication skills?		
▪ Identify and describe time management skills?		
▪ Identify and interpret financial issues?		
▪ Identify and interpret legal issues?		
▪ identify job and submit bid?		
▪ Award job?		
▪ Prepare plan for job?		
▪ Perform awarded job?		
▪ Submit completed job?		
▪ Apply appropriate payment system for receiving payment?		
I agree to undertake assessment in the knowledge that the information gathered will only be used for educational and professional development purposes, and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's signature:		Date:

PART C – THE ASSESSMENT

Assessment Agreement - IT Freelancing

The purpose of assessment is to confirm that you can perform to the standards expected in the workplace of an occupation, as expressed in the competency standards (after completion of self-assessment and in agreement with assessor).

To help achieve this, an assessment agreement is required to navigate both you and the assessor through the assessment process.

The assessment agreement is designed to provide a clear understanding of what and how you will be assessed and to nominate the tools that may be used to collect the assessment evidence.

You, the assessor and/or workplace supervisor should agree on the assessment requirements, dates and deadlines.

Therefore, to attain the Certificate of IT Freelancing, you must demonstrate competence in the following units, as established in the assessment agreement:

CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-ITF-01-G	Carry out workplace interaction in English
SEIP-IT-ITF-02-G	Operate in a team environment
SEIP-IT-ITF-03-G	Make a presentation
SEIP-IT-ITF-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-ITF-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITF-02-S	Type documents in Bangla and English
SEIP-IT-ITF-03-S	Use internet and social network
SEIP-IT-ITF-04-S	Comply with ethical standards in IT workplace
SEIP-IT-ITF-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-ITF-01-O	Apply basic knowledge of IT freelancing
SEIP-IT-ITF-02-O	Perform data entry
SEIP-IT-ITF-03-O	Perform search engine optimization (SEO)
SEIP-IT-ITF-04-O	Perform affiliate marketing
SEIP-IT-ITF-05-O	Implement business activities

After successful completion of learning and assessment, you shall be awarded with a certificate.

Assessment Agreement	
Occupation:	IT Freelancing
Assessment Centre:	
Candidate Name:	
Assessor Name:	
Unit of Competency	
CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-ITF-01-G	Carry out workplace interaction in English
SEIP-IT-ITF-02-G	Operate in a team environment
SEIP-IT-ITF-03-G	Make a presentation
SEIP-IT-ITF-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-ITF-01-S	Apply occupational health and safety (OHS) practice in the workplace
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SEIP-IT-ITF-03-S	Use internet and social network
SEIP-IT-ITF-04-S	Comply with ethical standards in IT workplace
SEIP-IT-ITF-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-ITF-01-O	Apply basic knowledge of IT freelancing
SEIP-IT-ITF-02-O	Perform data entry
SEIP-IT-ITF-03-O	Perform search engine optimization (SEO)
SEIP-IT-ITF-04-O	Perform affiliate marketing
SEIP-IT-ITF-05-O	Implement business activities
Resources Required for Assessment	
<p>Candidates must have access to the following:</p> <ul style="list-style-type: none"> ▪ copies of activities, questions, projects nominated by the assessor ▪ relevant organisational policies, protocols and procedural documents (if required) ▪ devices or tools to record answers ▪ appropriate actual or simulated workplace ▪ all necessary tools and equipment used in performance of the work-based task ▪ any other resources normally used in the workplace 	
Assessment Instructions	
<p>Candidates should respond to the formative and summative assessments either verbally or in writing as agreed with the assessor. Written responses can be recorded in the spaces provided (if more space is required attach additional pages) or submitted in a word-processed document.</p>	

If candidates answer verbally, the assessor should record their answers in detail.

Candidates should also undertake observable tasks that provide evidence of performance. The assessor must provide instruction to candidates on what is expected during observation and arrange a suitable time and location for demonstration of these skills.

Candidates must fully understand what they are required to do to complete these assessment tasks successfully, then sign the declaration.

Performance Standards

To receive a **satisfactory** result for the assessments, candidates must complete all activities, questions, projects, and tasks nominated by the assessor, to the required standard.

Completion of all tasks for a unit of competency, to a satisfactory level, will contribute to an assessment of competence for that specific individual unit (or units if holistic assessment approach is taken).

Successful completion of all units of competency that comprise of the qualification **IT Freelancing**, will result in the candidate will be issued with the relevant, nationally recognised certificate.

Assessors must clearly explain the required performance standards.

Declaration

I declare that:

- the assessment requirements have been clearly explained to me
- all the work completed towards assessment will be my own
- cheating and plagiarism are unacceptable

Candidate Name:		Date:	
Assessor Name:		Date:	

PART D – ASSESSMENT TOOLS

Specific Instructions to Assessor

Please read carefully and prepare as necessary:

1. The assessor shall (practical demonstration assessment activities):
 - provide the candidate with the necessary tools, equipment, machinery and materials for completion of one (1) set of the following practical demonstration activities:
 - Set A:
 - Bid for database work on Upwork using existing portfolio
 - Apply on-page SEO and carry out email marketing
 - Set B:
 - Bid for database work on Fiverr using existing portfolio
 - Apply off-page SEO and carry out Facebook marketing
 - Set C:
 - Bid for database work on Toptal using existing portfolio
 - Apply mobile SEO and carry out pay per click advertising
 - provide the candidate with the copy of the specific instruction to candidate
 - allow each practical demonstration to be performed within two (2) hours including preparation of the materials
 - ensure that the candidate **FULLY** understands the instructions before proceeding to the performance of the assessment activity
 - allow fifteen (15) minutes for the candidate to familiarise themselves with the resources to be used during the practical demonstrations
 - ensure that the candidate is wearing appropriate personal protective equipment (PPE) before allowing them to proceed with the assessment activity
2. Assessment shall be based on the performance criteria in each of the units of competency. The evidence gathering method shall be comprised of:
 - (a) Written Test (1 hour) – **knowledge evidence**
 - (b) Practical Demonstration (4 hours) – **performance evidence**

The practical demonstration activities will be divided into two (2) tasks (contained in one set):

 - (i) Practical Demonstration 1 (2 hours)
 - (ii) Practical Demonstration 2 (2 hours)
3. Final assessment is your responsibility as the accredit/certified assessor.
4. At the conclusion of each assessment activity, you will provide feedback to the candidate of the assessment result. The feedback will indicate whether the candidate is:



COMPETENT



NOT YET COMPETENT

5. The list of tools, equipment, machinery and materials to be provided for completion of the practical demonstration assessment activities can be found at:
- Set A – Practical Demonstration 1: page 40
 - Set A – Practical Demonstration 2: page 45
 - Set B – Practical Demonstration 1: page 49
 - Set B – Practical Demonstration 2: page 54
 - Set C – Practical Demonstration 1: page 58
 - Set C – Practical Demonstration 2: page 63

Specific Instructions to Candidate

You should respond to the assessment either in writing or verbally as agreed with the assessor. Written responses can be recorded in the spaces provided; if more space is required attach additional pages or submit a word-processed document.

If you answer verbally, the assessor should record your answers in detail. Please check your recorded answers carefully and thoroughly to ensure that they are accurate.

You may also be undertaking observable activities (i.e. practical demonstration) that provide evidence of performance. The assessor must provide you with clear instructions on what is expected during this type of assessment, and arrange a suitable time and location for demonstration of these skills.

To receive a satisfactory result for the assessments, you must complete all of the assessment activities; including questions, projects and tasks nominated by the assessor, to the required standard.

This assessment is based upon the units of competency in IT Freelancing. Using the performance criteria as a benchmark, evidence will be gathered through:

1. Written Test (1 hour) – a variety of multiple-choice, true or false and short answer theory questions to support your competence with regard to the required knowledge (**knowledge evidence**).
2. Practical Demonstration (4 hours) – observable tasks outlined in the elements and performance criteria of the units of competency, completed to support a judgement of satisfactory performance to the required standard (**performance evidence**).

There will be one (1) set of practical demonstration activities to complete. The assessor will direct you as to which 'set' you will be required to complete out of the following:

- o Set A:
 - Bid for database work on Upwork using existing portfolio
 - Apply on-page SEO and carry out email marketing
 - o Set B:
 - Bid for database work on Fiverr using existing portfolio
 - Apply off-page SEO and carry out Facebook marketing
 - o Set C:
 - Bid for database work on Toptal using existing portfolio
 - Apply mobile SEO and carry out pay per click advertising
3. The assessor will provide all necessary tools, equipment, machinery and materials required to complete each assessment activity.
 4. These assessments cover all units of competency for IT Freelancing. The assessor will provide you with feedback of your performance after completion of each assessment activity. This feedback shall indicate whether you are:

COMPETENT

NOT YET COMPETENT

5. Complete of all assessment activities, to a satisfactory level, will contribute to a final assessment of competence.

Written Test

WRITTEN TEST - INSTRUCTIONS	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Unit of Competency	
Generic Competencies	
SEIP-IT-ITF-01-G	Carry out workplace interaction in English
SEIP-IT-ITF-02-G	Operate in a team environment
SEIP-IT-ITF-03-G	Make a presentation
SEIP-IT-ITF-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-ITF-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITF-02-S	Type documents in Bangla and English
SEIP-IT-ITF-03-S	Use internet and social network
SEIP-IT-ITF-04-S	Comply with ethical standards in IT workplace
SEIP-IT-ITF-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-ITF-01-O	Apply basic knowledge of IT freelancing
SEIP-IT-ITF-02-O	Perform data entry
SEIP-IT-ITF-03-O	Perform search engine optimization (SEO)
SEIP-IT-ITF-04-O	Perform affiliate marketing
SEIP-IT-ITF-05-O	Implement business activities
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this written examination is based on the performance criteria from all the units of competency in IT Freelancing ▪ this assessment activity will be used to measure your underpinning knowledge ▪ write your answers on the paper provided ▪ answer all the questions as best as possible ▪ you have 1 (one) hour to complete this test 	

WRITTEN TEST		
Multiple Choice		
This is a multiple-choice of test. Choose the appropriate answer and circle the letter that corresponds with your answer.		
1.	What are the number of difficulty levels of workplace documents?	a. 1 to 5 b. 2 to 6 c. 3 to 7 d. 0
2.	You recently joined in an IT company. There is a section head of your area. The project is run by a manager. There is another manager who looks after all matters of the office. Whom you should notify if you need a leave?	a. Section Head b. Project Manager c. General Manager d. Admin Manager
3.	It is generally wise to leave rescue work to those who are?	a. Trained, equipped, and certified b. Devoted to organisation c. Devoted to humanitarian response d. None of the above
4.	IT freelancing is?	a. Acting as a freelancer b. Finding work using online platform c. Working independently for IT related works as d. None of the above
5.	What are the basic technical skills for freelancing?	a. Chatting, presenting, negotiating b. Using tools, marketing, drop shipping c. Listening, speaking, writing d. None of the above
6.	A portfolio is a compilation of materials that exemplifies your?	a. Beliefs, skills, and qualifications b. Education, training and experiences c. Both a and b d. None of the above
7.	Actions of a search engine during a search are?	a. Crawling, indexing, processing b. Calculating relevancy, retrieving results c. Both a and b d. None of the above
8.	What are examples of affiliate marketing?	a. Amazon, google+, LinkedIn b. Rakuten LinkShare, Clickbank, CJ affiliate c. Both a and b d. None of the above
True or False Quiz		
Tick (✓) the box corresponding to the correct answer.		
9.	Appreciating by email is one way to encourage team members.	True <input type="checkbox"/> False <input type="checkbox"/>
10.	During an interview, chewing gum will make you relieved from stress.	True <input type="checkbox"/> False <input type="checkbox"/>
11.	Login is a security process to enter a computer.	True <input type="checkbox"/> False <input type="checkbox"/>
12.	The factors that are most important to work in a freelancing platform are skills, related experience, client feedback, and rate.	True <input type="checkbox"/> False <input type="checkbox"/>

13.	WordPress is a tool used for data entry.	True <input type="checkbox"/> False <input type="checkbox"/>
Fill in the Missing Blanks		
Write the word or group of words needed to complete the following sentences.		
14.	_____, _____ and _____ are the three basic components of a computer.	
15.	The internet is the global system of interconnected computer networks that use _____ _____ _____ to link devices worldwide.	
16.	Social bookmarking, tags, and buzz tools are search engine _____ tools.	
Short Answer		
Write a short answer in the space provided (not to exceed more than approximately twenty-five (25) words).		
17.	What are the basic steps of a successful meeting?	
18.	Identify the issues with maintaining a safe workstation.	
19.	Explain what is meant by “risk” in OHS.	
20.	Give three examples of a physical hazard.	
21.	What are two perspectives through which to view quality?	
22.	What is security in IT?	
23.	Sam M. Walton, CEO Wal-Mart said, “ <i>There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same.</i> ” Who is this boss?	
24.	What are the skills required when you provide service to a customer over phone?	
25.	Identify five payment systems for freelancing works.	
26.	Identify three search engines.	
27.	Name five tools for mobile SEO.	

28.	Briefly define entrepreneurship.	
29.	What are some common financial issues that are faced by an entrepreneur?	
30.	Name five common legal issues faced by an entrepreneur.	
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Written Test - Answers

Answers are highlighted in **bold** and *italics*.

WRITTEN TEST		
Multiple Choice		
This is a multiple-choice of test. Choose the appropriate answer and circle the letter that corresponds with your answer.		
1.	What are the number of difficulty levels of workplace documents?	a. 1 to 5 b. 2 to 6 c. 3 to 7 d. 0
2.	You recently joined in an IT company. There is a section head of your area . The project is run by a manager. There is another manager who looks after all matters of the office. Whom you should notify if you need a leave?	a. Section Head b. Project Manager c. General Manager d. Admin Manager
3.	It is generally wise to leave rescue work to those who are?	a. Trained, equipped, and certified. b. Devoted to organization. c. Devoted to humanitarian response. d. None of the above
4.	IT freelancing is?	a. Acting as a freelancer b. Finding work using online platform. c. Working independently for IT related works d. None of the above
5.	What are the basic technical skills for freelancing?	a. Chatting, presenting, negotiating b. Using tools, marketing, drop shipping c. Listening, speaking, writing d. None of the above
6.	A portfolio is a compilation of materials that exemplifies your?	a. Beliefs, skills, and qualifications b. Education, training and experiences c. Both a and b d. None of the above
7.	Actions of a search engine during a search are?	a. Crawling, indexing, processing b. Calculating relevancy, retrieving results c. Both a and b d. None of the above
8.	What are examples of affiliate marketing?	a. Amazon, google+, LinkedIn b. Rakuten LinkShare, Clickbank, CJ affiliate c. Both a and b d. None of the above
True or False Quiz		
Tick (✓) the box corresponding to the correct answer.		
9.	Appreciating by email is one way to encourage team members.	True ✓ False □
10.	During an interview, chewing gum will make you relieved from stress.	True □ False ✓
11.	Login is a security process to enter a computer.	True ✓ False □

12.	The factors that are most important to work in a freelancing platform are skills, related experience, client feedback, and rate.	True <input checked="" type="checkbox"/> False <input type="checkbox"/>
13.	WordPress is a tool used for data entry.	True <input checked="" type="checkbox"/> False <input type="checkbox"/>
Fill in the Missing Blanks		
Write the word or group of words needed to complete the following sentences.		
14.	<u>Display</u> , <u>system units</u> and <u>keyboard</u> are the three basic components of a computer.	
15.	The internet is the global system of interconnected computer networks that use <u>the internet protocol suite</u> to link devices worldwide.	
16.	Social bookmarking, tags, and buzz tools are search engine <u>optimization</u> tools.	
Short Answer		
Write a short answer in the space provided (not to exceed more than approximately twenty-five (25) words).		
17.	What are the basic steps of a successful meeting?	<ul style="list-style-type: none"> ▪ <i>Decide the participant list</i> ▪ <i>Sending/having invitation</i> ▪ <i>Present in time</i> ▪ <i>Active participation</i> ▪ <i>Write/having meeting minutes</i> ▪ <i>Follow meeting decisions</i>
18.	Identify the issues with maintaining a safe workstation.	<ul style="list-style-type: none"> ▪ <i>Seating arrangement</i> ▪ <i>Screen view adjustment</i> ▪ <i>Keyboard and mouse</i> ▪ <i>Breaks</i>
19.	Explain what is meant by “risk” in OHS.	<i>A risk is the likelihood that a hazard will cause harm.</i>
20.	Give three examples of a physical hazard.	<ul style="list-style-type: none"> ▪ <i>Excessive noise</i> ▪ <i>Inadequate illumination</i> ▪ <i>Extreme temperature</i> ▪ <i>Extreme pressure</i> ▪ <i>Vibration</i> ▪ <i>Radiation</i> ▪ <i>Inadequate ventilation</i>
21.	What are two perspectives through which to view quality?	<ul style="list-style-type: none"> ▪ <i>Tangible product orientation</i> ▪ <i>Intangible service delivery orientation</i>
22.	What is security in IT?	<i>Security is the sum of processes and features safeguarding your data. Effective security requires threat identification through proactive risk assessment and threat intelligence as well as active monitoring and analysis of your network environment.</i>
23.	Sam M. Walton, CEO Wal-Mart said, “ <i>There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same.</i> ” Who is this boss?	<i>Customer</i>

24.	What are the skills required when you provide service to a customer over phone?	<ul style="list-style-type: none"> ▪ Acknowledgement ▪ Giving adequate time ▪ Listening ▪ Respect ▪ Responsiveness
25.	Identify five payment systems for freelancing works.	<ul style="list-style-type: none"> ▪ PayPal ▪ Payoneer ▪ Skrill ▪ Bank transfer ▪ Western Union
26.	Identify three search engines.	<ul style="list-style-type: none"> ▪ Google ▪ Bing ▪ Yahoo
27.	Name five tools for mobile SEO.	<ul style="list-style-type: none"> ▪ Mobile emulator ▪ Moz local ▪ Responsive web design testing tool ▪ Screaming frog ▪ User agent switcher
28.	Briefly define entrepreneurship.	Entrepreneurship is the process of designing, launching and running a new business, which is often initially a small business. The people who create these businesses are called entrepreneurs.
29.	What are some common financial issues that are faced by an entrepreneur?	<ul style="list-style-type: none"> ▪ Budget ▪ Cost of product ▪ Bill and invoice ▪ Money receipt ▪ Bank transaction ▪ VAT and TAX
30.	Name five common legal issues faced by an entrepreneur.	<ul style="list-style-type: none"> ▪ Business registration ▪ Non-disclosure agreements ▪ Trademarks ▪ Intellectual property ▪ Compliance

Set A: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Task:	Bid for database work on Upwork using existing portfolio
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Freelancing ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the specification information provided ▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You will perform the following:</p> <ol style="list-style-type: none"> a. Search for database work on Upwork b. Bid for work <p>You will need to:</p> <ol style="list-style-type: none"> 1. Identify, read and interpret job specifications. 2. Identify and collect required tools and equipment. 3. Inspect workplace for hazards and implement appropriate controls (if necessary). 4. Identify and collect appropriate PPE. 5. Turn on computer. 6. Close all windows and applications and prepare desktop for test (if required). 7. Check for internet connectivity. 8. Logon using username and password. 9. Identify and select appropriate Bangla and English typing application (install if necessary). 10. Identify, select and open browser. 11. Locate site of Upwork and access relevant information. 12. Complete your profile with relevant resume information (including coverletter). 13. Upload profile together with existing portfolio. 14. Search database work. 	

15. Place a bid for database work.
16. Download sample of database work from posted job with preferred tool.
17. Perform the work (as presentation) at relevant typing speed.
18. Save the work on hard drive (name the file with your registration number).
19. Email saved file to assessor.
20. Clean and maintain the workplace.

Resources Required:

Tools:	Microsoft Office Internet Typing applications
Equipment:	Computer/laptop Printer
Materials:	Portfolio
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

Set A: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in IT Freelancing	
Task:	Bid for database work on Upwork using existing portfolio	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools and equipment, and materials for IT Freelancing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Typing applications (Bangla and English) are identified and installed.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate keyboard layout is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Standard resume writing techniques are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Standard cover letter points are clearly explained and utilised.	<input type="checkbox"/>	<input type="checkbox"/>

Word processing application appropriate to perform activity is operated.	<input type="checkbox"/>	<input type="checkbox"/>
Typing Bangla and English with preferred tools is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Touch typing technique is used.	<input type="checkbox"/>	<input type="checkbox"/>
Different styles in typing document are applied to document.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 40–60 wpm in English is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Presentation is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
Own portfolio is created and updated.	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio is created on professional social media.	<input type="checkbox"/>	<input type="checkbox"/>
Saving and retrieving technique of a document are used.	<input type="checkbox"/>	<input type="checkbox"/>
Account on social network is created.	<input type="checkbox"/>	<input type="checkbox"/>
Social network is used effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques	<input type="checkbox"/>	<input type="checkbox"/>
IT freelancing opportunities are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Source of data entry work are explored.	<input type="checkbox"/>	<input type="checkbox"/>
Platforms are used to search for freelancing jobs.	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio is used to search for freelancing jobs.	<input type="checkbox"/>	<input type="checkbox"/>
Job is identified and bid submitted.	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Job is awarded.	<input type="checkbox"/>	<input type="checkbox"/>
Plan for job is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry work collection techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry work is collected from portal.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry is performed with preferred tools.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry on spreadsheet appropriate to perform activity is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Data manipulation techniques to spreadsheet are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Quality parameters of data entry work are checked.	<input type="checkbox"/>	<input type="checkbox"/>
Awarded job is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Completed job is submitted.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate payment system is applied for receiving payment.	<input type="checkbox"/>	<input type="checkbox"/>
Writing and sending workplace emails is completed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set A: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Task:	Apply on-page SEO and carry out email marketing
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
Read and understand the directions carefully: <ul style="list-style-type: none">▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Freelancing▪ this assessment activity will be used to measure your underpinning skills▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used▪ you have two (2) hours to complete this demonstration	
Procedure:	
<ul style="list-style-type: none">▪ Observe and apply OHS issues as required for the task to be performed▪ Read the specification information provided▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)▪ Perform the task within the given time	
Job Specification Information:	
You will perform the following : <ol style="list-style-type: none">a. on-page SEO activitiesb. email marketing <p>You will need to:</p> <ol style="list-style-type: none">1. Identify, read and interpret job specifications.2. Identify and collect required tools and equipment.3. Inspect workplace for hazards and implement appropriate controls (if necessary).4. Identify and collect appropriate PPE.5. Turn on computer.6. Close all windows and applications and prepare desktop for test (if required).7. Check for internet connectivity.8. Logon using username and password.9. Open application software.10. Apply friendly file names and extensions.11. Use friendly website design and layout.12. Apply keyword optimisation.13. Use meta and title tag for optimisation.14. Apply anchor text for SEO.	

15. Apply unique contents for SEO.
16. Use WordPress updating techniques.
17. Identify affiliate marketing platform.
18. Adopt affiliate system with online store.
19. Implement reliable tracking system.
20. Establish payment system.
21. Draft email marketing text.
22. Capture lead emails.
23. Send emails.
24. Close application software.
25. Clean and maintain the workplace.

Resources Required:

Tools:	Microsoft Office SEO tools Affiliate marketing tools Internet
Equipment:	Computer/laptop Printer
Materials:	Login information (email) Marketing material/content
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

Set A: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in IT Freelancing	
Task:	Apply on-page SEO and carry out email marketing	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools and equipment, and materials for IT Freelancing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Search engine optimisation tools are identified and selected.		
SEO friendly file names and extensions are applied.	<input type="checkbox"/>	<input type="checkbox"/>
SEO friendly website design and layout is used.	<input type="checkbox"/>	<input type="checkbox"/>

robots.txt, sitemap.xml and urllist.txt files are explained and developed.	<input type="checkbox"/>	<input type="checkbox"/>
Keyword optimisation concepts are interpreted and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Meta and title tag is used for optimisation.	<input type="checkbox"/>	<input type="checkbox"/>
Anchor text is applied for SEO.	<input type="checkbox"/>	<input type="checkbox"/>
Unique contents are applied for SEO.	<input type="checkbox"/>	<input type="checkbox"/>
Implement WordPress updating techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Affiliate platform is identified and selected.	<input type="checkbox"/>	<input type="checkbox"/>
Affiliate system is adopted with online store.	<input type="checkbox"/>	<input type="checkbox"/>
Reliable tracking system is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Proper affiliate marketing tools are used.	<input type="checkbox"/>	<input type="checkbox"/>
Convenient payment system is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Power techniques are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set B: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Task:	Bid for database work on Fiverr using existing portfolio
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Freelancing ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the specification information provided ▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You will perform the following:</p> <ol style="list-style-type: none"> a. Search for database work on Fiverr b. Bid for work <p>You will need to:</p> <ol style="list-style-type: none"> 1. Identify, read and interpret job specifications. 2. Identify and collect required tools and equipment. 3. Inspect workplace for hazards and implement appropriate controls (if necessary). 4. Identify and collect appropriate PPE. 5. Turn on computer. 6. Close all windows and applications and prepare desktop for test (if required). 7. Check for internet connectivity. 8. Logon using username and password. 9. Identify and select appropriate Bangla and English typing application (install if necessary). 10. Identify, select and open browser. 11. Locate site of Fiverr and access relevant information. 12. Complete your profile with relevant resume information (including coverletter). 13. Upload profile together with existing portfolio. 	

14. Search database work.
15. Place a bid for database work.
16. Download sample of database work from posted job with preferred tool.
17. Perform the work (as presentation) at relevant typing speed.
18. Save the work on hard drive (name the file with your registration number).
19. Email saved file to assessor.
20. Clean and maintain the workplace.

Resources Required:

Tools:	Microsoft Office Internet Typing applications
Equipment:	Computer/laptop Printer
Materials:	Portfolio
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

Set B: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in IT Freelancing	
Task:	Bid for database work on Fiverr using existing portfolio	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools and equipment, and materials for IT Freelancing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Typing applications (Bangla and English) are identified and installed.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate keyboard layout is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Standard resume writing techniques are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Standard cover letter points are clearly explained and utilised.	<input type="checkbox"/>	<input type="checkbox"/>

Word processing application appropriate to perform activity is operated.	<input type="checkbox"/>	<input type="checkbox"/>
Typing Bangla and English with preferred tools is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Touch typing technique is used.	<input type="checkbox"/>	<input type="checkbox"/>
Different styles in typing document are applied to document.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 40–60 wpm in English is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Presentation is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
Own portfolio is created and updated.	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio is created on professional social media.	<input type="checkbox"/>	<input type="checkbox"/>
Saving and retrieving technique of a document are used.	<input type="checkbox"/>	<input type="checkbox"/>
Account on social network is created.	<input type="checkbox"/>	<input type="checkbox"/>
Social network is used effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques	<input type="checkbox"/>	<input type="checkbox"/>
IT freelancing opportunities are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Source of data entry work are explored.	<input type="checkbox"/>	<input type="checkbox"/>
Platforms are used to search for freelancing jobs.	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio is used to search for freelancing jobs.	<input type="checkbox"/>	<input type="checkbox"/>
Job is identified and bid submitted.	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Job is awarded.	<input type="checkbox"/>	<input type="checkbox"/>
Plan for job is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry work collection techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry work is collected from portal.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry is performed with preferred tools.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry on spreadsheet appropriate to perform activity is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Data manipulation techniques to spreadsheet are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Quality parameters of data entry work are checked.	<input type="checkbox"/>	<input type="checkbox"/>
Awarded job is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Completed job is submitted.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate payment system is applied for receiving payment.	<input type="checkbox"/>	<input type="checkbox"/>
Writing and sending workplace emails is completed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set B: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Task:	Apply off-page SEO and carry out Facebook marketing
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Freelancing ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the specification information provided ▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You will perform the following:</p> <ol style="list-style-type: none"> a. on-page SEO activities b. Facebook marketing <p>You will need to:</p> <ol style="list-style-type: none"> 1. Identify, read and interpret job specifications. 2. Identify and collect required tools and equipment. 3. Inspect workplace for hazards and implement appropriate controls (if necessary). 4. Identify and collect appropriate PPE. 5. Turn on computer. 6. Close all windows and applications and prepare desktop for test (if required). 7. Check for internet connectivity. 8. Logon using username and password. 9. Open application software. 10. Apply friendly file names and extensions. 11. Use friendly website design and layout. 12. Apply keyword optimisation. 13. Use meta and title tag for optimisation. 14. Create shareable content. 	

15. Apply shareable content for SEO.
16. Identify affiliate marketing platform.
17. Adopt affiliate system with online store.
18. Implement reliable tracking system.
19. Establish payment system.
20. Utilise social bookmarking websites.
21. Draft marketing text.
22. Collect Facebook advertising tool.
23. Implement Facebook marketing.
24. Close application software.
25. Clean and maintain the workplace.

Resources Required:

Tools:	Microsoft Office SEO tools Affiliate marketing tools Internet
Equipment:	Computer/laptop Printer
Materials:	Login information (email) Marketing material/content
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

Set B: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in IT Freelancing	
Task:	Apply off-page SEO and carry out Facebook marketing	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools and equipment, and materials for IT Freelancing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Search engine optimisation tools are identified and selected.		
SEO friendly file names and extensions are applied.	<input type="checkbox"/>	<input type="checkbox"/>
SEO friendly website design and layout is used.	<input type="checkbox"/>	<input type="checkbox"/>

robots.txt, sitemap.xml and urllist.txt files are explained and developed.	<input type="checkbox"/>	<input type="checkbox"/>
Keyword optimisation concepts are interpreted and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Meta and title tag is used for optimisation.	<input type="checkbox"/>	<input type="checkbox"/>
Anchor text is applied for SEO.	<input type="checkbox"/>	<input type="checkbox"/>
Unique contents are applied for SEO.	<input type="checkbox"/>	<input type="checkbox"/>
Implement WordPress updating techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Off-page SEO techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Affiliate platform is identified and selected.	<input type="checkbox"/>	<input type="checkbox"/>
Affiliate system is adopted with online store.	<input type="checkbox"/>	<input type="checkbox"/>
Reliable tracking system is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Proper affiliate marketing tools are used.	<input type="checkbox"/>	<input type="checkbox"/>
Convenient payment system is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Power techniques are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set C: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Task:	Bid for database work on Toptal using existing portfolio
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Freelancing ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the specification information provided ▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You will perform the following:</p> <ol style="list-style-type: none"> a. Search for database work on Toptal b. Bid for work <p>You will need to:</p> <ol style="list-style-type: none"> 1. Identify, read and interpret job specifications. 2. Identify and collect required tools and equipment. 3. Inspect workplace for hazards and implement appropriate controls (if necessary). 4. Identify and collect appropriate PPE. 5. Turn on computer. 6. Close all windows and applications and prepare desktop for test (if required). 7. Check for internet connectivity. 8. Logon using username and password. 9. Identify and select appropriate Bangla and English typing application (install if necessary). 10. Identify, select and open browser. 11. Locate site of upwork and access relevant information. 12. Complete your profile with relevant resume information (including coverletter). 13. Upload profile together with existing portfolio. 14. Search database work. 	

15. Place a bid for database work.
16. Download sample of database work from posted job with preferred tool.
17. Perform the work (as presentation) at relevant typing speed.
18. Save the work on hard drive (name the file with your registration number).
19. Email saved file to assessor.
20. Clean and maintain the workplace.

Resources Required:

Tools:	Microsoft Office Internet Typing applications
Equipment:	Computer/laptop Printer
Materials:	Portfolio
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

Set C: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in IT Freelancing	
Task:	Bid for database work on Toptal using existing portfolio	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information form appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools and equipment, and materials for IT Freelancing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Typing applications (Bangla and English) are identified and installed.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate keyboard layout is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Standard resume writing techniques are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Standard cover letter points are clearly explained and utilised.	<input type="checkbox"/>	<input type="checkbox"/>

Word processing application appropriate to perform activity is operated.	<input type="checkbox"/>	<input type="checkbox"/>
Typing Bangla and English with preferred tools is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Touch typing technique is used.	<input type="checkbox"/>	<input type="checkbox"/>
Different styles in typing document are applied to document.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 40–60 wpm in English is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Error-free typing at a speed of 30–50 wpm in Bangla is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Presentation is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
Own portfolio is created and updated.	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio is created on professional social media.	<input type="checkbox"/>	<input type="checkbox"/>
Saving and retrieving technique of a document are used.	<input type="checkbox"/>	<input type="checkbox"/>
Account on social network is created.	<input type="checkbox"/>	<input type="checkbox"/>
Social network is used effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques	<input type="checkbox"/>	<input type="checkbox"/>
IT freelancing opportunities are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Source of data entry work are explored.	<input type="checkbox"/>	<input type="checkbox"/>
Platforms are used to search for freelancing jobs.	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio is used to search for freelancing jobs.	<input type="checkbox"/>	<input type="checkbox"/>
Job is identified and bid submitted.	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Audio conferencing with appropriate application is carried out.	<input type="checkbox"/>	<input type="checkbox"/>
Job is awarded.	<input type="checkbox"/>	<input type="checkbox"/>
Plan for job is prepared.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry work collection techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry work is collected from portal.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry is performed with preferred tools.	<input type="checkbox"/>	<input type="checkbox"/>
Data entry on spreadsheet appropriate to perform activity is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Data manipulation techniques to spreadsheet are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Quality parameters of data entry work are checked.	<input type="checkbox"/>	<input type="checkbox"/>
Awarded job is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Completed job is submitted.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate payment system is applied for receiving payment.	<input type="checkbox"/>	<input type="checkbox"/>
Writing and sending workplace emails is completed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Correct body language and posturing is employed during customer interactions interaction.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Professional image in the workplace is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Set C: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Task:	Apply mobile SEO and carry out pay per click advertising
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Freelancing ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have two (2) hours to complete this demonstration 	
Procedure:	
<ul style="list-style-type: none"> ▪ Observe and apply OHS issues as required for the task to be performed ▪ Read the specification information provided ▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor) ▪ Perform the task within the given time 	
Job Specification Information:	
<p>You will perform the following:</p> <ol style="list-style-type: none"> a. mobile SEO activities b. pay per click advertising <p>You will need to:</p> <ol style="list-style-type: none"> 1. Identify, read and interpret job specifications. 2. Identify and collect required tools and equipment. 3. Inspect workplace for hazards and implement appropriate controls (if necessary). 4. Identify and collect appropriate PPE. 5. Turn on computer. 6. Close all windows and applications and prepare desktop for test (if required). 7. Check for internet connectivity. 8. Logon using username and password. 9. Open application software. 10. Apply friendly file names and extensions. 11. Use friendly website design and layout. 12. Apply keyword optimisation. 13. Use meta and title tag for optimisation. 14. Apply anchor text for SEO. 	

15. Apply unique contents for SEO.
16. Identify and select mobile configuration.
17. Identify affiliate marketing platform.
18. Adopt affiliate system with online store.
19. Implement reliable tracking system.
20. Establish pay per click system.
21. Select Google search engine.
22. Collect mobile SEO tools (i.e. Screaming Frog).
23. Apply collected tool to mobile SEO.
24. Close application software.
25. Clean and maintain the workplace.

Resources Required:

Tools:	Microsoft Office SEO tools Affiliate marketing tools Internet
Equipment:	Computer/laptop Printer
Materials:	Login information (email) Marketing material/content
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor



Set C: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
Candidate Name:		
Assessor Name:		
Qualification:	Certificate in IT Freelancing	
Task:	Apply mobile SEO and carry out pay per click advertising	
Assessment Centre:		
Date of Assessment:		
Instructions:	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate 	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools and equipment, and materials for IT Freelancing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Visual information/symbols/signage are understood correctly and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Turning on and off technique of a computer is performed.	<input type="checkbox"/>	<input type="checkbox"/>
Simple trouble-shooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
Browse different web portals and apply proper search techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Search engine optimisation tools are identified and selected.	<input type="checkbox"/>	<input type="checkbox"/>
SEO friendly file names and extensions are applied.	<input type="checkbox"/>	<input type="checkbox"/>
SEO friendly website design and layout is used.	<input type="checkbox"/>	<input type="checkbox"/>

robots.txt, sitemap.xml and urllist.txt files are explained and developed.	<input type="checkbox"/>	<input type="checkbox"/>
Keyword optimisation concepts are interpreted and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Meta and title tag is used for optimisation.	<input type="checkbox"/>	<input type="checkbox"/>
Anchor text is applied for SEO.	<input type="checkbox"/>	<input type="checkbox"/>
Unique contents are applied for SEO.	<input type="checkbox"/>	<input type="checkbox"/>
Implement WordPress updating techniques.	<input type="checkbox"/>	<input type="checkbox"/>
Typed document is created and saved.	<input type="checkbox"/>	<input type="checkbox"/>
Tools for mobile SEO are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile configuration is selected.	<input type="checkbox"/>	<input type="checkbox"/>
Affiliate platform is identified and selected.	<input type="checkbox"/>	<input type="checkbox"/>
Affiliate system is adopted with online store.	<input type="checkbox"/>	<input type="checkbox"/>
Reliable tracking system is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Proper affiliate marketing tools are used.	<input type="checkbox"/>	<input type="checkbox"/>
Convenient payment system is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Power techniques are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:		
Assessment decision for this assessment activity:		
<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Candidate Signature:		Date:
Assessor Signature:		Date:

Oral Questions (Optional)

ORAL QUESTIONS - INSTRUCTIONS	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Freelancing
Unit of Competency	
Generic Competencies	
SEIP-IT-ITF-01-G	Carry out workplace interaction in English
SEIP-IT-ITF-02-G	Operate in a team environment
SEIP-IT-ITF-03-G	Make a presentation
SEIP-IT-ITF-04-G	Apply basic IT skills
Sector-specific Competencies	
SEIP-IT-ITF-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITF-02-S	Type documents in Bangla and English
SEIP-IT-ITF-03-S	Use internet and social network
SEIP-IT-ITF-04-S	Comply with ethical standards in IT workplace
SEIP-IT-ITF-05-S	Apply soft skills in customer service
Occupation-specific Competencies	
SEIP-IT-ITF-01-O	Apply basic knowledge of IT freelancing
SEIP-IT-ITF-02-O	Perform data entry
SEIP-IT-ITF-03-O	Perform search engine optimization (SEO)
SEIP-IT-ITF-04-O	Perform affiliate marketing
SEIP-IT-ITF-05-O	Implement business activities
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ these oral questions are based on the performance criteria from all the units of competency in IT Freelancing ▪ oral questions are designed to enable additional assessment of your underpinning knowledge ▪ you should present your responses as directed by the assessor ▪ answer all the questions asked by the assessor as best as possible 	

ORAL QUESTIONS			
Question		Place a ✓ in the appropriate box to show if evidence has been demonstrated competently	
		Yes	No
1.	What skills are required for conducting workplace interactions in a courteous manner?	<input type="checkbox"/>	<input type="checkbox"/>
2.	What does COC stands for?	<input type="checkbox"/>	<input type="checkbox"/>
3.	What is a user guide?	<input type="checkbox"/>	<input type="checkbox"/>
4.	What is the definition of workplace documents?	<input type="checkbox"/>	<input type="checkbox"/>
5.	What does the first line supervisor control in a self-directed team?	<input type="checkbox"/>	<input type="checkbox"/>
6.	What are some examples of modes of communication?	<input type="checkbox"/>	<input type="checkbox"/>
7.	How many ways you can present yourself?	<input type="checkbox"/>	<input type="checkbox"/>
8.	How many phases are there for interview preparedness?	<input type="checkbox"/>	<input type="checkbox"/>
9.	What will be your answer if you are asked if you have any questions of your own?	<input type="checkbox"/>	<input type="checkbox"/>
10.	Name four IT tools.	<input type="checkbox"/>	<input type="checkbox"/>
11.	What is a common application program's file extension?	<input type="checkbox"/>	<input type="checkbox"/>
12.	How do name a cell on spreadsheet?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Name two browsers on the internet.	<input type="checkbox"/>	<input type="checkbox"/>
14.	What does OHS stand for ?	<input type="checkbox"/>	<input type="checkbox"/>
15.	What do these signs mean ? <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Name the parts of the body for which exercise is suggested by experts.	<input type="checkbox"/>	<input type="checkbox"/>
17.	What is the name of hazards due to transfer of energy between an object and a worker?	<input type="checkbox"/>	<input type="checkbox"/>
18.	What are the four phases of emergency management?	<input type="checkbox"/>	<input type="checkbox"/>
19.	How many types of fonts are available?	<input type="checkbox"/>	<input type="checkbox"/>
20.	Name two tools for Bangla typing.	<input type="checkbox"/>	<input type="checkbox"/>
21.	What is a style?	<input type="checkbox"/>	<input type="checkbox"/>
22.	What is the correct fingering format for typing in English?	<input type="checkbox"/>	<input type="checkbox"/>
23.	What are the audio messaging tools?	<input type="checkbox"/>	<input type="checkbox"/>
24.	Say whether true or false: A work ethic is a set of moral principles a person uses in their job.	<input type="checkbox"/>	<input type="checkbox"/>
25.	What are the points you need to consider when making any agreement?	<input type="checkbox"/>	<input type="checkbox"/>
26.	Name five soft skills that are required in customer service.	<input type="checkbox"/>	<input type="checkbox"/>

27.	State five rules of standing posture.	<input type="checkbox"/>	<input type="checkbox"/>
28.	What are the quality parameters for data entry jobs?	<input type="checkbox"/>	<input type="checkbox"/>
29.	Name three essential affiliate marketing tools.	<input type="checkbox"/>	<input type="checkbox"/>
30.	Identify three common challenges of affiliate marketing.	<input type="checkbox"/>	<input type="checkbox"/>
31.	What are three mandatory legal papers for a business?	<input type="checkbox"/>	<input type="checkbox"/>
Feedback to candidate:			
Assessment decision for this assessment activity:			
<input type="checkbox"/> Competent		<input type="checkbox"/> Not Yet Competent	
Candidate Signature:		Date:	
Assessor Signature:		Date:	



Oral Questioning Guideline

General Guidelines for Effective Questioning	
▪	Keep questions short and focused on one key concept
▪	Ensure that questions are structured
▪	Test the questions to check that they are not ambiguous
▪	Use `open-ended questions such as `what if...?' and `why...?' questions, rather than closed questions
▪	Keep questions clear and straight forward and ask one at a time
▪	Use words that the candidate is able to understand
▪	Look at the candidate when asking questions
▪	Check to ensure that the candidate fully understands the questions
▪	Ask the candidate to clarify or re-phrase their answer if the assessor does not understand the initial response
▪	Confirm the candidate's response by repeating the answer back in his/her own words
▪	Encourage a conversational approach with the candidate when appropriate, to put him or her at ease
▪	Use questions or statements as prompts for keeping focused on the purpose of the questions and the kind of evidence being collected
▪	Use language at a suitable level for the candidate
▪	Listen carefully to the answers for opportunities to find unexpected evidence
▪	Follow up responses with further questions, if useful, to draw out more evidence or to make links between knowledge areas
▪	Compile a list of acceptable responses to ensure reliability of assessments

Oral Questions (Optional) - Answers

Answers are highlighted in **bold** and *italics*.

ORAL QUESTIONS	
Question	Answer
1. What skills are required for conducting workplace interactions in a courteous manner?	<ul style="list-style-type: none"> ▪ <i>Effective questioning</i> ▪ <i>Active listening</i> ▪ <i>Speaking skills</i> ▪ <i>Email writing skills</i>
2. What does COC stands for?	Code of conduct
3. What is a user guide?	<i>It is a technical communication document intended to give assistance to people using a particular system.</i>
4. What is the definition of workplace documents?	Workplace documents are a set of <i>materials that inform employees of workplace policies, processes and procedures.</i>
5. What does the first line supervisor control in a self-directed team?	<ul style="list-style-type: none"> ▪ Critical management process of: <ul style="list-style-type: none"> ○ <i>Planning</i> ○ <i>Organising</i> ○ <i>Directing</i> ○ <i>Staffing</i>
6. What are some examples of modes of communication?	<ul style="list-style-type: none"> ▪ Team meetings ▪ Email updates
7. How many ways you can present yourself?	<ul style="list-style-type: none"> ▪ Curriculum Vitae ▪ Infographic ▪ Profile/portfolio
8. How many phases are there for interview preparedness?	<ul style="list-style-type: none"> ▪ Phase One – before the interview ▪ Phase Two – the start ▪ Phase Three – the interview ▪ Phase Four – closing of interview
9. What will be your answer if you are asked if you have any questions of your own?	Ask whether the offer will be confirmed in writing.
10. Name four IT tools.	<ul style="list-style-type: none"> ▪ Computer ▪ Television ▪ Mobile phone ▪ Radio ▪ Internet
11. What is a common application program's file extension?	A file extension, also called a filename extension, is the suffix at the end of a filename, which indicates what kind of file it is. For example, you can tell that the file "computer.docx" is an MS Word document file.
12. How do name a cell on spreadsheet?	With its column and row position on the sheet (i.e. B9).
13. Name two browsers on the internet.	<ul style="list-style-type: none"> ▪ Internet Explorer ▪ Google Chrome ▪ Firefox
14. What does OHS stand for ?	Occupational health and safety
15. What do these signs mean ?	This inform the location of fire alarms and firefighting equipment.

	 	
16.	Name the parts of the body for which exercise is suggested by experts.	<ul style="list-style-type: none"> ▪ Neck ▪ Shoulders ▪ Wrists, hands and arms ▪ Upper and lower back ▪ Legs ▪ Eyes
17.	What is the name of hazards due to transfer of energy between an object and a worker?	Physical hazards
18.	What are the four phases of emergency management?	<ul style="list-style-type: none"> ▪ Mitigation ▪ Preparedness ▪ Response ▪ Recovery
19.	How many types of fonts are available?	<ul style="list-style-type: none"> ▪ Two types: <ul style="list-style-type: none"> ○ True type fonts (TTF) ○ Post script font (PSF)
20.	Name two tools for Bangla typing.	<ul style="list-style-type: none"> ▪ Bijoy ▪ Avro
21.	What is a style?	A style is a set of formatting instructions for texts. For example, using a style to make heading text large and bold.
22.	What is the correct fingering format for typing in English?	Left hand - a s d f Right hand - h j k l
23.	What are the audio messaging tools?	<ul style="list-style-type: none"> ▪ Microphones ▪ Conferencing applications
24.	Say whether true or false: A work ethic is a set of moral principles a person uses in their job.	True
25.	What are the the points you need to consider when making any agreement?	<ul style="list-style-type: none"> ▪ Keep it clear ▪ Look for options and say, “No” if you have to ▪ Negotiate a cushion ▪ Understand priorities and re-prioritize if necessary
26.	Name five soft skills that are required in customer service.	<ul style="list-style-type: none"> ▪ Communication ▪ Listening ▪ Self-control ▪ positivity ▪ Assertiveness
27.	State five rules of standing posture.	<ul style="list-style-type: none"> ▪ Rule 1: Stand erect ▪ Rule 2: Face the person ▪ Rule 3: Free your hands ▪ Rule 4: Look into the eyes ▪ Rule 5: Move, yet mind your limbs
28.	What are the quality parameters for data entry jobs?	<ul style="list-style-type: none"> ▪ Data accuracy ▪ Blank spaces ▪ Punctuation ▪ Grammar

29.	Name three essential affiliate marketing tools.	<ul style="list-style-type: none"> ▪ Domain registration tool ▪ Web hosting tools ▪ Website builder tools
30.	Identify three common challenges of affiliate marketing.	<ul style="list-style-type: none"> ▪ Picking the right niche ▪ Getting the right content and captivating copy ▪ Generating targeted traffic
31.	What are three mandatory legal papers for a business?	<ul style="list-style-type: none"> ▪ Registration from related authority (i.e. trade licence) ▪ Tax index number ▪ VAT registration

Assessment Evidence Summary Sheet

EVIDENCE SUMMARY SHEET			
Candidate Name:			
Assessor Name:			
Qualification:	Certificate in IT Freelancing		
Assessment Centre:			
Date(s) of Assessment:			
The performance of the candidate in the following unit or units of competency and the methods engaged to assess performance are as follows:			
Unit of Competency	Assessment Method	Competent	Not Yet Competent
All units of competency comprising of the qualification	Written Test	<input type="checkbox"/>	<input type="checkbox"/>
	Practical Demonstration 1 (Set)	<input type="checkbox"/>	<input type="checkbox"/>
	Practical Demonstration 2 (Set)	<input type="checkbox"/>	<input type="checkbox"/>
	Oral Questioning (optional)	<input type="checkbox"/>	<input type="checkbox"/>
Note: Issuance of a certificate will only be given to a candidate who has successfully been assessed as competent for ALL units of competency.			
Recommendation			
<input type="checkbox"/> Issuance of Statement of Achievement (<i>indicate title of SOA, if full Certificate is not met</i>)	<input type="checkbox"/> Submission of additional documents Specify:	<input type="checkbox"/> Reassessment Specify:	
Did the candidate overall performance meet the required evidence/standard?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Overall Evaluation:	<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
General Comments:			
Candidate Signature:		Date:	
Assessor Signature:		Date:	
Institution Manager Signature:		Date:	

CANDIDATES COPY
 (Please presents this form when you claim your Certificate)

ASSESSMENT RESULTS SUMMARY			
Qualification:	Certificate in IT Freelancing		
Name of Candidate:		Date:	
Name at Assessment Centre:		Date:	
Assessment Results:	<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent		
Recommendation:	<input type="checkbox"/> Issuance of SOA (<i>indicate title of SOA, if full certificate is not met</i>)		
	<input type="checkbox"/> Submission of additional documents – specify:		
	<input type="checkbox"/> Reassessment - specify:		
Assessed by: (name and signature)		Date:	
Attested by: (name and signature):		Date	

Assessment Validation Map

This identifies how the assessment tools in this resource may assess:

- elements and performance criteria
- critical aspects of assessment
- skills and knowledge
- employability skills

Unit of Competency:		SEIP-IT-ITF-01-G – Carry out workplace interaction		
Element	Assessment Evidence Method			
	Written	Practical	Oral	
1. Interpret workplace communication and etiquette.		A1, A2, B1, B2, C1, C2	1,2,3	
2. Read and understand workplace documents.	1	A1, B1, C1	4	
3. Participate in workplace meetings and discussions.	17			
4. Practice professional ethics at work.		A1, B1, C1		
Unit of Competency:		SEIP-IT-ITF-02-G – Operate in a team environment		
Element	Assessment Method			
	Written	Practical	Oral	
1. Identify team goals and work processes.			5	
2. Identify own role and responsibilities within team.	2			
3. Communicate and cooperate with team members.	9		6	
4. Practice problem solving within the team.		A2, B2, C2		
Unit of Competency:		SEIP-IT-ITF-03-G – Make a presentation		
Element	Assessment Method			
	Written	Practical	Oral	
1. Prepare written presentation.		A1, B1, C1	7	
2. Identify interview techniques.	10		8,9	
3. Prepare official presentation.		A1, B1, C1		
Unit of Competency:		SEIP-IT-ITF-04-G – Apply basic IT skills		
Element	Assessment Method			
	Written	Practical	Oral	
1. Identify and use most commonly used IT tools.			10	

2. Comprehend use of computer.	11, 14	A1, A2, B1, B2, C1, C2	9
3. Work with word processing application.		A1, B1, C1	11
4. Work with spread sheet.		A1, B1, C1	12
5. Access email and search the internet.		A1, A2, B1, B2, C1, C2	13
Unit of Competency:	SEIP-IT-ITF-01-S – Apply occupational health and safety (OHS) in the workplace		
Element	Assessment Method		
	Written	Practical	Oral
1. Identify OHS policies and procedures.	3	A1, A2, B1, B2, C1, C2	14,15
2. Apply personal health and safety practices.	18	A1, A2, B1, B2, C1, C2	16
3. Report hazards and risks.	19, 20	A1, A2, B1, B2, C1, C2	17
4. Respond to emergencies.			18
Unit of Competency:	SEIP-IT-ITF-02-S – Type documents in Bangla and English		
Element	Assessment Method		
	Written	Practical	Oral
1. Install typing applications of Bangla and English.		A1, A2, B1, B2, C1, C2	19
2. Perform typing in Bangla and English.		A1, B1, C1	20
3. Type document using different styles and formats.		A1, B1, C1	21
4. Perform touch-typing.		A1, B1, C1	22
Unit of Competency:	SEIP-IT-ITF-03-S – Use internet and social network		
Element	Assessment Method		
	Written	Practical	Oral
1. Interpret internet and social network.	15		
2. Use audio and video messaging applications.		A1, B1, C1	23
3. Use social network.		A1, B1, C1, A2, B2, C2	
Unit of Competency:	SEIP-IT-ITF-04-S – Comply with ethical standards in the workplace		
Element	Assessment Method		

		Written	Practical	Oral
1. Interpret the interests of clients.			A1, B1, C1, A2, B2, C2	24
2. Deliver quality products and services.		21	A1, B1, C1, A2, B2, C2	
3. Apply professionalism at work.			A1, B1, C1, A2, B2, C2	25
4. Comply with workplace code of conduct.		22	A1, B1, C1, A2, B2, C2	
Unit of Competency:	SEIP-IT-ITF-05-S –Acquire soft skills in customer service			
Element	Assessment Method			
	Written	Practical	Oral	
1. Understand customer service operations.	23, 24	A1, B1, C1, A2, B2, C2		
2. Identify soft skills requirements in the workplace.		A1, B1, C1, A2, B2, C2	26	
3. Perform required gesture and posture during customer service.		A1, B1, C1, A2, B2, C2	27	
Unit of Competency:	SEIP-IT-ITF-01-O – Apply basic knowledge of IT Freelancing			
Element	Assessment Method			
	Written	Practical	Oral	
1. Identify basics of IT freelancing.	4, 5, 25	A1, B1, C1		
2. Use platforms for IT freelancing components.	12	A1, B1, C1		
3. Utilise portfolio.	6	A1, B1, C1		
Unit of Competency:	SEIP-IT-ITF-02-O – Perform data entry			
Element	Assessment Method			
	Written	Practical	Oral	
1. Identify data entry.	13	A1, B1, C1		
2. Perform data entry.		A1, B1, C1	28	
Unit of Competency:	SEIP-IT-ITF-03-O – Perform search engine optimisation (SEO)			

Element	Assessment Method		
	Written	Practical	Oral
1. Identify and interpret SEO.	7, 16, 26		
2. Establish website for SEO.		A2, B2, C2	17
3. Apply on-page SEO techniques.		A2, B2, C2	
4. Apply off-page SEO techniques.		A2, B2, C2	
5. Identify mobile SEO techniques.	27	A2, B2, C2	
Unit of Competency:	SEIP-IT-ITF-04-O – Perform affiliate marketing		
Element	Assessment Method		
	Written	Practical	Oral
1. Explain affiliate marketing.	8	A2, B2, C2	
2. Perform affiliate marketing.		A2, B2, C2	29
3. Develop strategies for success.		A2, B2, C2	30
Unit of Competency:	SEIP-IT-ITF-05-O – Implement business activities		
Element	Assessment Method		
	Written	Practical	Oral
1. Apply business practice.	28	A1, B1, C1	31
2. Bid for job.	29	A1, B1, C1	
3. Perform job.	30	A1, B1, C1	