

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in Range</i>
6. Promote Customer Care	6.1 Customers' needs are identified based on their characteristics
	6.2 Customer feedback is allowed and
	6.3 Facilitated in line with organization policies.
	6.4 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.
	6.5 Proactive customer outreach programs are implemented as per organizational policies
	6.6 Customer retention strategies are developed and implemented in line with the organizational policy

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Feedback may include but not limited to:	● Verbal ● Written ● Informal ● Formal
2. Conflicts include but are not limited to:	● Interpersonal Conflict. ● Intrapersonal Conflict. ● Intergroup Conflict. ● Intragroup Conflict.

Variable	Range
3. Relationships may include but not limited to:	● Man/Woman ● Trainer/trainee ● Employee/employer ● Client/service provider ● Husband/wife ● Boy/girl ● Parent/child ● Sibling relationships
4. Team may include but not limited to:	● Small work group ● Staff in a section/department ● Inter-agency group ● Virtual teams
5. Personal growth may include but not limited to:	● Growth in the job ● Career mobility ● Gains and exposure the job gives ● Net workings ● Benefits that accrue to the individual as a result of noteworthy performance
6. Personal objectives may include but not limited to:	● Long term ● Short term ● Broad ● Specific
7. Trainings and career opportunities may include but not limited to	● Participation in training programs ● Serving as Resource Persons in conferences and workshops ● Capacity building
8. Resource may include may but not limited to:	● Human ● Financial ● Technology

Variable	Range
9. Creative and innovative may include but not limited to:	• New ideas • Original ideas • Different ideas • Methods/procedures • Processes • New tools
10. Emerging issues may include but not limited to:	• Artificial Intelligence • Data confidentiality • National cohesion • Open offices

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Active listening
- Critical thinking
- Organizational
- Negotiation
- Monitoring
- Evaluation
- Problem solving
- Decision Making
- Leadership
- Creative/innovative thinking
- Adaptability
- Conflict management
- Emotional intelligence
- Teamwork

Required Knowledge

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies and procedures
- Company operations, procedures and standards
- Flexibility and adaptability
- Concept of time and leisure time
- Decision making
- Work planning
- Organizing work
- Monitoring and evaluation
- Record keeping
- Gender and diversity mainstreaming
- Drug and substance abuse
- Professional growth and development
- creativity
- Innovation
- problem solving
- customer care
- mentoring and coaching.
- Emerging issues

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment require evidence that the candidate: 1.1 Applied self-management skills as per organizational procedures. 1.2 Promoted ethical practices and values as per organizational procedures.
-----------------------------------	--

	1.3 Promoted Teamwork as per workplace assignments. 1.4 Maintained professional and personal development as per organizational procedures. 1.5 Applied Problem-solving skills based on work requirements. 1.6 Identified customer needs based on their characteristics. 1.7 Gave back Customer feedback in line with organization policies.
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place. 2.3 Resources relevant to the proposed activity or tasks.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4. Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 In a simulated work environment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

APPLY ENTREPRENEURIAL SKILLS

ISCED UNIT CODE: 0413 441 03A

TVET CDACC CODE: IT/OS/ICTA/BC/03/5/MA

UNIT DESCRIPTION

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves applying financial literacy, applying entrepreneurial concepts, identifying entrepreneurship opportunities, and applying business legal aspects, innovate business strategies, and develop business plans.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in Range</i>
1. Apply Financial Literacy Skills	1.1 Sources of personal and business funds are identified as per financial procedures and standards 1.2 Personal finances are managed as per financial procedures and standards 1.3 Savings are managed as per financial procedures and standards 1.4 Debts are managed as per financial procedures and standards 1.5 Investments are undertaken as per financial procedures and standards 1.6 Insurance services are procured as per financial procedures and standards

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in Range</i>
2. Apply entrepreneurial concept	2.1 Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2.2 <i>Types of entrepreneurs</i> are identified as per principles of entrepreneurship 2.3 Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship 2.4 <i>Characteristics of Entrepreneurs</i> are identified as per principles of Entrepreneurship 2.5 Salaried employment and self-employment are distinguished as per principles of entrepreneurship 2.6 <i>Requirements for entry into self-employment</i> are identified according to business procedures and standards 2.7 Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards 2.8 <i>Contributions of entrepreneurship</i> to National development are identified as per business procedures and standards
3. Identify entrepreneurial opportunities	3.1 Business ideas are identified as per business procedures and standards 3.2 Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards 3.3 Entrepreneurial opportunities are evaluated as per business procedures and standards 3.4 Business ideas and opportunities are generated as per business procedures and standards

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in Range</i>
	3.5 Business life cycle is analyzed as per business procedures and standards
4. Apply business legal aspects	4.1 <i>Forms of business ownership</i> are identified as per legal procedures and practices 4.2 Business Registration and Licensing processes are identified as per legal procedures and practices 4.3 Types of Contracts and Agreements are analyzed as per legal procedures and practices 4.4 Employment Laws are identified as per legal procedures and practices 4.5 Taxation laws are identified as per legal procedures and practices

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in Range</i>
5. Innovate Business strategies	5.1 Business innovation strategies are determined by the organization standards 5.2 Creativity in business development is demonstrated in accordance with business standards 5.3 <i>Innovative business standards</i> are developed as per business principles 5.4 Linkages with other entrepreneurs are created as per best practice 5.5 ICT is incorporated in business growth and development as per best practice
6. Develop Business Plan	6.1 Business idea is described as per business procedures and standards 6.2 Business description is developed as per business plan format 6.3 Marketing plan is developed as per business plan format 6.4 Organizational/Management plan is prepared in accordance with business plan format 6.5 Production/operation plan is prepared in accordance with business plan format 6.6 Financial plan is prepared in accordance with the business plan format 6.7 Executive summary is prepared in accordance with business plan format 6.8 Business plan is presented as per best practice 6.9 Business ideas are incubated as per institutional policy.