NATIONAL VOCATIONAL QUALIFICATION

SECTOR: ICT

QCF LEVEL 1: OFFICE WORK

S/No	Reference Number	NOS Title	Credit	Guided	Remark
/Unit No			Value	Learning	
				Hours	
1	ICT/OFW/001/L1	Operate different types	2	20	Level 1 QCF
		of office			
2	ICT/OFW/002/L1	Health and Safety in the	2	20	Level 1 QCF
		office Environment			
3	ICT/OFW/003/L1	Communication in	2	20	Level 1 QCF
		Office Work			
4	ICT/OFW/004/L1	Office Ethics	2	20	Level 1 QCF
5	ICT/OFW/005/L1	Demonstrating	4	40	Level 1 QCF
		knowledge in Computer			
		Operations			
6	ICT/OFW/006/L1	Performing keyboarding	4	40	Level 1 QCF
		Skills			
7	ICT/OFW/007/L1	Performing Operations	4	40	Level 1 QCF
		on Spread Sheet			
8	ICT/OFW/008/L1	Operating the Internet	3	30	Level 1 QCF
		Total	23	230	

Mandatory Units

NOTE: This is a 23 credit qualification, to achieve this qualification; Learners are required to achieve 23 credits from mandatory units. All units are compulsory for the learners Each Credit is equivalent to approx. 10 Guided Learning Hours (GLH). The Total Learning Hours will therefore consist of the GLH *plus* the independent learning hours of the candidate, which is generally 50% - 150% of the GLH. *The actual Total Learning Hours for each Credit will then be a minimum of 15 hours*.

National Vocational Qualification LEVEL 1: OFFICE WORK

Unit 1: Operate different types of office

Unit Reference Number: ICT/OFW/001/L1 QCF Level: 1 Credit Value: 2 Guided Learning Hours: 20

Unit Purpose: At the end of this unit learners should be able to identify different types of offices and their various functions.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)

UNIT 01: Operate different types of office

LEARNING		PERFORMANCE	Evidence		Ev	ide	nce	
OBJECTIVE		CRITERIA	Туре		Re	f.	Pag	je
(LO)					No	•		
The learner will:	1 1 1	The learner can:						
LO 1	1.1.1	Identify an office.						
Demonstrate Knowledge in the	1.1.2	State the functions of an						_
functions of an	1.1.2	office.						
Office in an								
Organisation	1.1.3	Explain the importance of						
- 8		an office to a business						
		organisation						
LO 2:	1.2.1	Explain various offices in						
Demonstrate		an organisation.						
Understanding of	1.2.2	List the functions of the						_
Types of Office in an	1.2.2	various offices in the						
Organisation		organisation						
Organisation								
	1.2.3	List the factors affecting						
		location of an office						
								_
LO 3:	1.3.1	Explain Reception Office						
Demonstrate	1.3.2	State Personal qualities of a						_
Understanding of	1.5.2	Receptionist.						
Reception Office								
	1.3.3	Identify the duties of the						
		Receptionist.						
	1.3.4	List the documents handled						_
	1.3.4	by the Receptionist						
		by the Receptionist		_				_
LO 4:	1.4.1	Identify various office						
	1. 7. 1	correspondences						
		-						

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	R	vide ef. o.	ence Page
The learner will:		The learner can:				
Use of various office correspondences	1.4.2	Sort various office correspondences				
	1.4.3	Distribute various office correspondences				
	1.4.4	Use mail room equipment				
LO 5: Demonstrate knowledge of the	1.5.1	Explain the function of Post Office.				
functions and services of post Office and other	1.5.2	Explain the function of other deliveries				
special deliveries	1.5.3	Explain various types of postal services				
	1.5.4	Select appropriate mail services				
LO 6: Understand the services of GSM	1.6.1	Identify the services of GSM				
and other communication services	1.6.2	Explain the operation rendered by GSM.				
	1.6.3	Identify other types of Communication services				
LO 7: Demonstrate the knowledge of	1.7.1	Explain the common office terms, acronyms and abbreviations Identify the use of office				
common office terms, ACRONYMS		slips and common terms				
	1.7.3	Explain the use of office slips and common terms				

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA		Evidence Type			ef.	nce Pa		
The learner will:		The learner can:								
	1.7.4	Identify various acronyms and office slips								

LEVEL 1 OFFICE WORK

Unit 2: Health and Safety in Office Environment

Unit Reference Number: ICT/OFW/002/L1 QCF Level: 1 Credit Value: 2 Guided Learning Hours: 20

Unit Purpose: At the end of this unit learners should be able to apply safety rules and protect themselves in the work environment.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)

LEARNING		PERFORMANCE	Ev	Evidence		:	Ev	vide	ence					
OBJECTIVE		CRITERIA	Ту	Туре			Re	ef.	Pa	ge				
(LO)											No).		
The learner will:		The learner can:												
LO 1:	2.1.1	Layout the workroom												
Demonstrate														
Knowledge of	2.1.2	Classify operational												
Safety in Work		hazards (fire, oil spill,												
Environment		slippery floor, naked												
		electric wires)												
	212	Communication and												
	2.1.3	Carry out first aid procedures for injuries												
		procedures for injuries												

UNIT 2: Health, Safety in Office Environment

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evide Ref. No.	ence Page
The learner will:		The learner can:			
	2.1.4	Operate safely all tools and equipment			
	2.1.5	Observe safely precautions in the workplace			
LO 2: Demonstrate	2.2.1	List Safety Rules in work place			
Safety Rules in the	2.2.2				
Work Place		Outline procedure for safety			
	2.2.3	Operate Safety tools			
	2.2.4	Observe Safety precautions in the work place.			
	2.2.5				
LO 3: Demonstrate the	2.3.1	Identify protective equipment			
use of Protective Equipment and	3.2	List protective materials			
materials	2.3.3	Use protective equipment and materials.			
	2.3.4	Distinguish various protective equipment			

LEVEL 1 OFFICE WORK

Unit 3: COMMUNICATION IN OFFICE WORK

Unit Reference Number: ICT/OFW/003/L1 QCF Level: 1 Credit Value: 2 Guided Learning Hours: 20

Unit Purpose: At the end of this unit learners should be able to source for, process and transmit information in a work environment.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type		nce Paş	ge
The learner will:		The learner can:				
LO 1:	3.1.1	Define the term				
Demonstrate the		communication				
understanding for	3.1.2	List key features of the				
communication		communication process				
process	3.1.3	List the different forms of				
		communication.				
	3.1.4	List advantages of the				
		different forms of				
		communication.				

UNIT 3: COMMUNICATION IN OFFICE WORK

LEARNING		PERFORMANCE	Evidence	E	vide	nce
OBJECTIVE		CRITERIA	Туре	R	ef.	Page
(LO)				N	0.	
The learner will.		The learner can:				
The learner will:	3.1.5				1	
	5.1.5	List the disadvantages of the different forms of				
		communication.				
		communication.				
LO 2:	3.2.1	Identify the source of				
Demonstrate the		information in the work				
ability to source		environment.				
information in a	3.2.2	Relate effectively with the				
work		source of information.				
environment						
	3.2.3	Use the different		_		
	5.2.5	information flow systems in				
		a work environment.				
	3.2.4	Use information gathered to		-		
	0.20	avoid challenges in a work				
		situation.				
LO 3:	3.3.1	List the types of instructions				
Demonstrate the		in a work environment.				
knowledge of	3.3.2	List the reasons for				
procedure to		responding to instructions.		_		
receive and	3.3.3	Describe the consequences				
respond to instruction in a		of not following				
work	224	instructions.		-		
environment	3.3.4	Describe the procedures for receiving instructions.				
	3.3.5	Describe the procedures for				
		conveying instructions.				
		Apply the procedures for				
	3.3.6	conveying instructions.				
	3.3.7	Apply the procedures for			1	
		responding to instructions.				

LEARNING		PERFORMANCE	Evidence			!	Ev	vide	nce	
OBJECTIVE		CRITERIA	Ту	pe			Re	ef.	Pa	ge
(LO)							No).		
		The learner con-								
The learner will:		The learner can:				T				
LO 4:	3.4.1	Use a verbal means to pass								
Demonstrate	5.7.1	on necessary information.								
knowledge of a	3.4.2	Use non-verbal means to								
non complex	5.1.2	convey necessary								
communication		information e.g. body								
system in a work		language, signs								
environment	3.4.3	Interpret symbols and signs								
		appropriately.								
LO 5:	3.5.1	List the different forms of								
Demonstrate		information in a work								
Ability for		environment.								
receiving and	3.5.2	Explain the purpose of								
conveying		receiving and conveying								
information in a		information.								
work	3.5.3	Describe the basic rules for								
environment		receiving and conveying								
		information.								
	3.5.4	List the reasons for using								
		questions to clarify								
		information.								
	3.5.5	Describe the procedures to								
		receive and convey								
		information in a confidential								
	250	manner.								
	3.5.6	List the consequences of not								
		following correct procedures when receiving								
		and conveying information.								
	3.5.7	List the reasons for								
	5.5.1	maintaining confidentiality								
		of information.								

LEVEL 1 OFFICE WORK

Unit 4: ETHICS IN THE OFFICE ENVIRONMENT

Unit Reference Number: ICT/OFW/004/L1 QCF Level: 1 Credit Value: 2 Guided Learning Hours: 20

Unit Purpose: At the end of this unit learners should be able to relate to customers and obey office rules and regulations.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)
- 5. Personal statement (PS) or Reflective Practice (RP)

LEARNING		PERFORMANCE	Evidence	Evi	denc	e	
OBJECTIVE (LO)		CRITERIA	Туре	Ref. Page			
The learner will:				No.	•		
		The learner can:					
LO 1:	4.1.1	Identify office staff					
UNDERSTAND THE	4.1.2	Describe right attitude to					
OFFICE		work					
ENVIRONMENT	4.1.3	Explain good office					
		conduct.					
	4.1.4	Explain punctuality and					
		regularity					

UNIT 4: ETHICS IN THE OFFICE ENVIRONMENT

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evic Typ		e			ence Pag						
The learner will:		The learner can:	тур									No	1 4	<u>s</u> c
	4.1.5	Identify relationship between employer and employee.												
LO 2: Demonstrate	4.2.1	Explain who is a customer												
UNDERSTANDING OF CUSTOMER RELATIONSHIP	4.2.2	Identify challenges in customer relationship. Explain good customer care												
	4.2.3	Identify what constitutes good customer relationship.												
LO 3: UNDERSTAND	4.3.1	Explain office rules and regulations												
OFFICE RULES AND REGULATIONS	4.3.2	Explain operational procedures												
	4.3.3	Describe office dress code.												

LEVEL 1 OFFICE WORK

Unit 5: COMPUTER AND ITS OPERATIONS

Unit Reference Number: ICT/OFW/005/L1 QCF Level: 1 Credit Value: 4 Guided Learning Hours: 40

Unit Purpose: At the end of this unit learners should be able to appreciate the impact of computer to the society and also operate the computer.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)
- 5. Personal statement (PS) or Reflective Practice (RP)

UNIT 5: COMPUTER AND ITS OPERATIONS

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence			iden f D	
OBJECTIVE (LO) The learner will:		CKITEKIA	Туре	No.			age
		The learner can:					
LO 1:	5.1.1	Define computer					
DEMONSTRATE		systems					
KNOWLEDGE OF	5.1.2	Explain classification of					
HISTORY,		computers.					
CLASSIFICATION	5.1.3	Identify computer parts					
AND IMPACT OF		and other allied devices.					
COMPUTER	5.1.4	Explain computer					
		applications					

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type			ence Page
OBJECTIVE (LO)		CRITERIA	туре		No	I age
The learner will:						
		The learner can:				
	5.1.5	Explain the impact of				
		computer in the society				
LO 2; KNOW THE	5.2.1	Identify computer				
CONCEPT OF	0.211	components				
COMPUTER	5.2.2	Connect the components				
HARDWARE		of a computer				
	5.2.3	Disconnect the				
		components of a				
		computer				
	5.2.4	Start the computer				
		Explain the computer terms.				
				_		
LO 3:	5.3.1	Explain software				
DEMONSTRATE	5.3.2	Identify types of				
UNDERSTANDING	0.012	software				
OF COMPUTER	5.3.3	Install software				
SOFTWARE						
LO 4:	5.4.1	Explain Operating				
DEMONSTRATE		System				
UNDERSTANDING	5.4.2	Identify features of				
OF BASIC OPERATING	5 4 2	Operating Systems. Perform OS task				
SYSTEM	5.4.3					
	J.4.4	Use storage devices correctly				
		•				
LO 5:	5.5.1	Identify data				
DEMONSTRATE	5.5.2	Collect data				
UNDERSTANDING	5.5.3	Process data				

LEARNING		PERFORMANCE	Evidence	Eviden			
OBJECTIVE (LO)		CRITERIA	Туре	Re No	Page	•	
The learner will:				110	•		
		The learner can:					
OF THE CONCEPT	5.5.4	Interpret data					
OF DATA							
LO 6:	5.6.1	Identify tools for					
DEMONSTRATE		maintaining the					
ABILITY TO		computer					
MAINTAIN	5.6.2	Use the tools to maintain					
COMPUTER		the computer					
SYSTEM	5.6.3	Use blower to clean the					_
		computer.					

LEVEL 1 OFFICE WORK

Unit 6: KEYBOARDING SKILLS

Unit Reference Number: ICT/OFW/006/L1 QCF Level: 1 Credit Value: 4 Guided Learning Hours: 40

Unit Purpose: At the end of this unit learners should be able to Keyboard effectively with speed and accuracy.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)
- 5. Personal statement (PS) or Reflective Practice (RP)
- 6. Work Product (WP)

UNIT 6: KEYBOARDING SKILLS

LEARNING		PERFORMANCE	Evidence	Evide	ence
OBJECTIVE (LO)		CRITERIA	Туре	Ref.	Page
				No.	
The learner will:					
		The learner can:			
LO 1:	6.1.1	Explain correct use of			
DEMONSTRATE		right and left hand in			
ABILITY TO USE		keyboarding.			
CORRECT	6.1.2	Use left and right hands			
		correctly.			

LEARNING		PERFORMANCE		ride	nce	ę			lence	
OBJECTIVE (LO)		CRITERIA	Ту	pe			Re No		Pa	ge
The learner will:							110	•		
		The learner can:								
KEYBOARDING SKILLS	6.1.3	Identify letters and numbers on keyboard using the correct fingers								
	6.1.4	Use left and right fingers to keyboard letters and numbers correctly.								
	6.1.5	Explain correct fingers movements on the keyboard.								
	6.1.6	Place correct fingers on keyboard								
LO 2: DEMONSTRATE	6.2.1	Keyboard alphabetic sentences								
ABILITY TO USE FINGERS AND STRIKING TECHNIQUES	6.2.2	Keep eyes on the copy Keyboard accurately from dictation of words.								
	6.2.3	Keyboard accurately punctuation marks.								
LO 3: APPLY KEYBOARDING	6.3.1	Keyboardalphabeticsentencesfor1to2minutes								
SKILLS TO A VARIETY OF SIMPLE TASKS	6.3.2	Keyboardalphabeticsentencesfor1to4minuteswith98%accurately								
	6.3.3	Keyboard a paragraph of a manuscript for 4 minutes accurately with 98% accuracy.								

LEARNING		PERFORMANCE	Evidence	Evi	idenc	e
OBJECTIVE (LO)		CRITERIA	Туре	Ref	f. Pa	age
				No	•	
The learner will:						
		The learner can:				
LO 4:	6.4.1	Use keyboarding				
DEMONSTRATE		techniques through use of				
ABILITY FOR		timed writings correctly.				
SPEED AND	6.4.2	Keyboard at 15 wpm				
ACURACY IN		speed at 95% accuracy on				
KEYBOARDING		one to five minutes timing.				
	6.4.3	Use space bar correctly.				

LEVEL 1: OFFICE WORK

Unit 7: SPREADSHEET

Unit Reference Number: ICT/OFW/007/L1 QCF Level: 1 Credit Value: 4 Guided Learning Hours: 40

Unit Purpose: At the end of this unit learners should be able to make simple calculations, enter, edit and format data.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)
- 5. Personal statement (PS) or Reflective Practice (RP)
- 6. Work Product (WP)

LEARNING		PERFORMANCE	Evidence	Ev	vide	ence	;
OBJECTIVE (LO)		CRITERIA	Туре	Re	ef.	Pag	ge
The learner will:				No).		
		The learner can:					
LO 1:	7.1.1	Define Spreadsheets					
DEMONSTRATE	7.1.2	Identify different					
UNDERSTANDING		Spreadsheet					
OF SPREADSHEET		applications					

UNIT 7: SPREADSHEET

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Ev Ty	ide pe	nce	<u>,</u>	Evid Ref. No.		
The learner will:									
		The learner can:							
	7.1.3	Explain features of							
		Spreadsheet							
		applications							
	7.1.4	Open Spreadsheet package							
	7.1.5	Create a Workbook							
	7.1.6	Save and retrieve a							
	/.1.0	Workbook							
LO 2:	7.2.1	Explain types of Data in							
DEMONSTRATE		Spreadsheets							
UNDERSTANDING	7.2.2	Enter Data							
OF EDITTING AND		Change data in cells.							
FORMATING SPREADSHEETS	700	TT 6 4 (°11 1 4							
SPREADSHEETS	7.2.3	Use 'auto fill and auto-							
	7.2.4	complete' correctly. Modify a Worksheet.							
	7.2.4	•							
	1.2.3	Columns.							
LO 3:	7.3.1	Perform addition and							
DEMONSTRATE		subtraction							
UNDERSTANDING	7.3.2	Calculate average							
OF SIMPLE	7.3.3	Perform Counting							
CALCULATIONS IN		procedures							
WORKSHEET	7.3.4	Perform Multiplication							
		and Division.							
LO 4:	7.4.1	Print Worksheet							
LU 4.	/.4.1								

LEARNING		PERFORMA	NCE	Ev	ide	ence	9	Ev	ride	ence	•
OBJECTIVE (LO)		CRITERI	[A	Ту	pe			Re	ef.	Pag	ge
The learner will:								No).		
		The learner	can:								
DEMONSTRATE	7.4.2	Print using o	different								
UNDERSTANDING		print options									
OF PRINTING											
WORKSHEET											

LEVEL 1: OFFICE WORK

Unit 8:OPERATE THE INTERNET

Unit Reference Number: ICT/OFW/008/L1 QCF Level: 1 Credit Value: 4 Guided Learning Hours: 40

Unit Purpose: At the end of this unit learners should be able to connect to and use the internet effectively.

Assessment methods to be used include:

- 1. Direct Observation/oral questions (DO)
- 2. Question and Answer (QA)
- 3. Assignment (ASS)
- 4. Witness Testimony (WT)
- 5. Personal statement (PS) or Reflective Practice (RP)
- 6. Work Product (WP)

LEARNING		PERFORMANCE	Evidence	Ev	vide	ence	;
OBJECTIVE (LO)		CRITERIA	Туре	Re	ef.	Pag	ge
				No).		
The learner will:							
		The learner can:					
LO 1:	8.1.1	Explain the term internet					
DEMONSTRATE	8.1.2	Explain the importance					
KNOWLEDGE OF		of using the internet					
OPERATIONS OF	8.1.3	Explain related					
THE INTERNET.		terminologies about					
		internet					

UNIT 8: INTERNET OPERATIONS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA	Evidence Type]	ence Page
		The learner can:			
	8.1.4	Apply the rules and			
		regulations in the use of			
		internet.			
LO 2:	8.2.1	Identify the types of			
DEMONSTRATE		internet connectivity			
KNOWLEDGE OF	8.2.2	Identify the equipment			
EQUIPMENT USED		used for the internet			
FOR INTERNET CONNECTIVITY.		connectivity			
CONNECTIVITY.					
	8.2.3	Identify devices for			
	0.2.3	accessing the internet.			
	8.2.4	Connect the internet equipment.			
	8.2.5	Identify different Web			
		browsers.			
LO 3:	8.3.1	Create E-mail address			
PERFORM	8.3.2	Send E-mail			
INTERNET	8.3.3	Attach a document			
OPERATIONS	8.3.4	Use search engines to			
		access information			
	8.3.5	Download information			
		from the internet.			

RESOURCES FOR OFFICE WORK

LEVEL 1

- 1. Computer Set
- 2. Internet
- 3. Printer
- 4. Scanning Machine
- 5. Photocopying machine
- 6. Projector
- 7. Shredding machine
- 8. Guillotine machine
- 9. Stapler (big and small)
- 10. Perforator (big and small)
- 11. Table calculator
- 12. Pocket calculator
- 13. Filing cabinet
- 14. Filing trays
- 15. Swivel chair
- 16. Flip chart
- 17. Fire extinguisher (sand buckets)
- 18. Cleaning kit (brush, duster, keyboard cleaning brush, etc.)
- 19. Screwdriver etc.
- 20. First Aid Kit (cotton wool, razor, iodine, scissors, Vaseline, etc.)
- 21. Charts and samples:
 - samples of filled records in the office.
 - template of Record book
 - samples of invoice, debit note, credit note, order form, etc.
 - chart showing correct sitting posture in the office
 - chart showing small and large office
 - etc.

Software

- Word Processing package
- Spreadsheet Package
- Presentation Package
- CorelDraw