

NATIONAL VOCATIONAL QUALIFICATION

SECTOR: ICT

QCF LEVEL 1: OFFICE WORK

Mandatory Units

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

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 OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1 Demonstrate Knowledge in the functions of an Office in an Organisation	1.1.1	Identify an office.								
	1.1.2	State the functions of an office.								
	1.1.3	Explain the importance of an office to a business organisation								
LO 2: Demonstrate Understanding of Types of Office in an Organisation	1.2.1	Explain various offices in an organisation.								
	1.2.2	List the functions of the various offices in the organisation								
	1.2.3	List the factors affecting location of an office								
LO 3: Demonstrate Understanding of Reception Office	1.3.1	Explain Reception Office								
	1.3.2	State Personal qualities of a Receptionist.								
	1.3.3	Identify the duties of the Receptionist.								
	1.3.4	List the documents handled by the Receptionist								
LO 4:	1.4.1	Identify various office correspondences								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
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 functions and services of post Office and other special deliveries	1.5.1	Explain the function of Post Office.								
	1.5.2	Explain the function of other deliveries								
	1.5.3	Explain various types of postal services								
	1.5.4	Select appropriate mail services								
LO 6: Understand the services of GSM and other communication services	1.6.1	Identify the services of GSM								
	1.6.2	Explain the operation rendered by GSM.								
	1.6.3	Identify other types of Communication services								
LO 7: Demonstrate the knowledge of common office terms, ACRONYMS	1.7.1	Explain the common office terms, acronyms and abbreviations								
	1.7.2	Identify the use of office slips and common terms								
	1.7.3	Explain the use of office slips and common terms								

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type				Evidence Ref. Page No.			
The learner will:		The learner can:								
	1.7.4	Identify various acronyms and office slips								

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

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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)

UNIT 3: COMMUNICATION IN OFFICE WORK

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.		
LO 1: Demonstrate the understanding for communication process	3.1.1	Define the term communication								
	3.1.2	List key features of the communication process								
	3.1.3	List the different forms of communication.								
	3.1.4	List advantages of the different forms of communication.								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	3.1.5	List the disadvantages of the different forms of communication.								
LO 2: Demonstrate the ability to source information in a work environment	3.2.1	Identify the source of information in the work environment.								
	3.2.2	Relate effectively with the source of information.								
	3.2.3	Use the different information flow systems in a work environment.								
	3.2.4	Use information gathered to avoid challenges in a work situation.								
LO 3: Demonstrate the knowledge of procedure to receive and respond to instruction in a work environment	3.3.1	List the types of instructions in a work environment.								
	3.3.2	List the reasons for responding to instructions.								
	3.3.3	Describe the consequences of not following instructions.								
	3.3.4	Describe the procedures for receiving instructions.								
	3.3.5	Describe the procedures for conveying instructions.								
	3.3.6	Apply the procedures for conveying instructions.								
	3.3.7	Apply the procedures for responding to instructions.								

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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)

UNIT 4: ETHICS IN THE OFFICE ENVIRONMENT

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

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	4.1.5	Identify relationship between employer and employee.								
LO 2: Demonstrate UNDERSTANDING OF CUSTOMER RELATIONSHIP	4.2.1	Explain who is a customer								
	4.2.2	Identify challenges in customer relationship. Explain good customer care								
	4.2.3	Identify what constitutes good customer relationship.								
LO 3: UNDERSTAND OFFICE RULES AND REGULATIONS	4.3.1	Explain office rules and regulations								
	4.3.2	Explain operational procedures								
	4.3.3	Describe office dress code.								

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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) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.				
LO 1: DEMONSTRATE KNOWLEDGE OF HISTORY, CLASSIFICATION AND IMPACT OF COMPUTER	5.1.1	Define computer systems									
	5.1.2	Explain classification of computers.									
	5.1.3	Identify computer parts and other allied devices.									
	5.1.4	Explain computer applications									

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

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

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

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
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 ABILITY TO USE FINGERS AND STRIKING TECHNIQUES	6.2.1	Keyboard alphabetic sentences								
	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 SKILLS TO A VARIETY OF SIMPLE TASKS	6.3.1	Keyboard alphabetic sentences for 1 to 2 minutes								
	6.3.2	Keyboard alphabetic sentences for 1 to 4 minutes with 98% accurately								
	6.3.3	Keyboard a paragraph of a manuscript for 4 minutes accurately with 98% accuracy.								

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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)

UNIT 7: SPREADSHEET

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.				
LO 1: DEMONSTRATE UNDERSTANDING OF SPREADSHEET	7.1.1	Define Spreadsheets									
	7.1.2	Identify different Spreadsheet applications									

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	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 Workbook								
LO 2: DEMONSTRATE UNDERSTANDING OF EDITTING AND FORMATING SPREADSHEETS	7.2.1	Explain types of Data in Spreadsheets								
	7.2.2	Enter Data Change data in cells.								
	7.2.3	Use 'auto fill and auto-complete' correctly.								
	7.2.4	Modify a Worksheet.								
	7.2.5	Delete Cells, Rows, and Columns.								
LO 3: DEMONSTRATE UNDERSTANDING OF SIMPLE CALCULATIONS IN WORKSHEET	7.3.1	Perform addition and subtraction								
	7.3.2	Calculate average								
	7.3.3	Perform Counting procedures								
	7.3.4	Perform Multiplication and Division.								
LO 4:	7.4.1	Print Worksheet								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
DEMONSTRATE UNDERSTANDING OF PRINTING WORKSHEET	7.4.2	Print using different print options								

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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)

UNIT 8: INTERNET OPERATIONS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: DEMONSTRATE KNOWLEDGE OF OPERATIONS OF THE INTERNET.	8.1.1	Explain the term internet								
	8.1.2	Explain the importance of using the internet								
	8.1.3	Explain related terminologies about internet								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	8.1.4	Apply the rules and regulations in the use of internet.								
LO 2: DEMONSTRATE KNOWLEDGE OF EQUIPMENT USED FOR INTERNET CONNECTIVITY.	8.2.1	Identify the types of internet connectivity								
	8.2.2	Identify the equipment used for the internet connectivity								
	8.2.3	Identify devices for accessing the internet.								
	8.2.4	Connect the internet equipment.								
	8.2.5	Identify different Web browsers.								
	LO 3: PERFORM INTERNET OPERATIONS	8.3.1	Create E-mail address							
8.3.2		Send E-mail								
8.3.3		Attach a document								
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