

# **National Technical and Vocational Qualifications Framework**

# **NTVQF**

**Competency Standards  
for  
Computerized Accounting  
System,  
NTVQF Level – IV & V.**



**Bangladesh Technical Education Board (BTEB)**  
Agargaon, Sher-E-Bangla Nagar, Dhaka-1207

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## Introduction

These Competency Standards were developed by the Technical Sub Committee (TSC) that was established by **Information and Communication Technology Industry Skills Council**. The rules of Skill Development Policy are maintained to develop the standards. The competency standards are the foundation on which new competency-based curriculum will be developed that responds better to the needs of industry for skilled workers. The members of the TSC are primarily from industry and training institutes. The members were trained and guided by International Expert and National Experts to develop the standard. Persons who will successfully complete the new TVET programs based on these competency standards will receive a qualification in the new National Technical and Vocational Qualification Framework (NTVQF).

Competency Standards are nationally agreed upon and industry-determined competencies required for effective work performance. These are presented in a consistent format following sequence such as:

- Unit Title
- Unit Code
- Nominal Hours
- Unit descriptor
- Elements and performance criteria
- Range of Variables
- Evidence Guide

The Competency Standards are the core element for the training, assessment and certification of skilled workers. Candidates who are successful in the assessment will receive a qualification in the National Technical and Vocational Qualification Framework (NTVQF).

This document contains Course structures for each qualification. This structure contains the Unit code, Unit of Competency, and nominal hours for the competencies.

The Competency Standard for Computerized Accounting System was developed by the Technical Sub Committee (TSC) that was established under the **Information and Communication Technology Industry Skill Council**. Technical support as well as financial support was provided by BTEB. The technical experts are primarily from industry nominated by Industry Skills Council with representatives from the Bangladesh Technical Education Board (BTEB), involved in this occupation. The Standards and Curriculum Development Committee (SCDC) of BTEB reviewed this document.

### Endorsed by

Industry Skills Council  
Date:

### Approved by

Bangladesh Technical Education Board (BTEB)  
Date:



**National Competency Standards for National Skill Certificate – IV & V in  
Computerized Accounting System in Information and Communication  
Technology Sector**

## Bangladesh NTVQF with Job Classifications

| NTVQF<br>LEVELS | EDUCATION SECTORS                                  |  |  | Job Classification                                |
|-----------------|--|--|--|---|
|                 | Pre-Vocation<br>Education                          | Vocational<br>Education                    | Technical<br>Education                     |   |
| NTVQF 6         |  |  | Diploma in<br>engineering or<br>equivalent | Middle Level Manager<br>/Sub Assistant Engr. etc. |
| NTVQF 5         |  | National Skill<br>Certificate 5<br>(NSC 5) |  | Highly Skilled Worker /<br>Supervisor             |
| NTVQF 4         |  | National Skill<br>Certificate 4<br>(NSC 4) |  | Skilled Worker                                    |
| NTVQF 3         |  | National Skill<br>Certificate 3<br>(NSC 3) |  | Semi-Skilled Worker                               |
| NTVQF 2         |  | National Skill<br>Certificate 2<br>(NSC 2) |  | Basic Skilled Worker                              |
| NTVQF 1         |  | National Skill<br>Certificate 1<br>(NSC 1) |  | Basic Worker                                      |
| Pre-Voc 2       | National Pre-Vocation<br>Certificate 2<br>(NPVC 2) |  |  | Pre-Vocation Trainee                              |
| Pre-Voc 1       | National Pre-Vocation<br>Certificate 1<br>(NPVC 1) |  |  | Pre-Vocation Trainee                              |





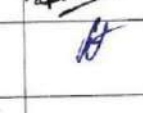
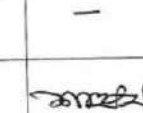
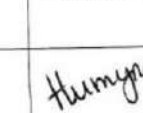


## Annex 1: NTVQF Level Descriptors

| NTVQF Level | Knowledge   | Skill   | Responsibility   | Job Class  |
|-------------|---|---|--|--|
| 6           | <ul style="list-style-type: none"> <li>Comprehensive actual and theoretical knowledge within a specific study area with an awareness of the limits of that knowledge</li> </ul> | <ul style="list-style-type: none"> <li>Specialised and restricted range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems</li> </ul>                | <ul style="list-style-type: none"> <li>Manage a team or teams in workplace activities where there is unpredictable change</li> <li>Identify and design learning programs to develop performance of team members</li> </ul> | Supervisor / Middle Level Manager / Sub Assistant Engr. etc. |
| 5           | <ul style="list-style-type: none"> <li>Very broad knowledge of the underlying, concepts, principles, and processes in a specific study area</li> </ul>                          | <ul style="list-style-type: none"> <li>Very broad range of cognitive and practical skills required to generate solutions to specific problems in one or more study areas.</li> </ul>  | <ul style="list-style-type: none"> <li>Take overall responsibility for completion of tasks in work or study</li> <li>Apply past experiences in solving similar problems</li> </ul>   | Highly Skilled Worker / Supervisor                           |
| 4           | <ul style="list-style-type: none"> <li>Broad knowledge of the underlying, concepts, principles, and processes in a specific study area</li> </ul>                               | <ul style="list-style-type: none"> <li>Range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information</li> </ul> | <ul style="list-style-type: none"> <li>Take responsibility, within reason, for completion of tasks in work or study</li> <li>Apply past experiences in solving similar problems</li> </ul>                                 | Skilled Worker   |
| 3           | <ul style="list-style-type: none"> <li>Moderately broad knowledge in a specific study area.</li> </ul>  | <ul style="list-style-type: none"> <li>Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools</li> </ul>              | <ul style="list-style-type: none"> <li>Work or study under supervision with some autonomy</li> </ul>   | Semi-Skilled Worker  |
| 2           | <ul style="list-style-type: none"> <li>Basic underpinning knowledge in a specific study area.</li> </ul>  | <ul style="list-style-type: none"> <li>Basic skills required to carry out simple tasks</li> </ul>   | <ul style="list-style-type: none"> <li>Work or study under indirect supervision in a structured context</li> </ul>   | Basic Skilled Worker   |
| 1           | <ul style="list-style-type: none"> <li>Elementary understanding of the underpinning knowledge in a specific study area.</li> </ul>  | <ul style="list-style-type: none"> <li>Limited range of skills required to carry out simple tasks</li> </ul>  | <ul style="list-style-type: none"> <li>Work or study under direct supervision in a structured context</li> </ul>   | Basic Worker   |
| Pre-Voc 2   | <ul style="list-style-type: none"> <li>Limited general knowledge</li> </ul>   | <ul style="list-style-type: none"> <li>Very limited range of skills and use of tools required to carry out simple tasks</li> </ul>  | <ul style="list-style-type: none"> <li>Work or study under direct supervision in a well-defined, structured context.</li> </ul>  | Pre-Vocation Trainee   |
| Pre-Voc 1   | <ul style="list-style-type: none"> <li>Extremely limited general knowledge</li> </ul>   | <ul style="list-style-type: none"> <li>Minimal range of skills required to carry out simple tasks</li> </ul>  | <ul style="list-style-type: none"> <li>Simple work or study exercises, under direct supervision in a clear, well defined structured context</li> </ul>   | Pre-Vocation Trainee   |

## List of Abbreviation

|           |   |
|-----------|---|
| MoE       | Ministry of Education                                 |
| DG        | Director General                                      |
| DTE       | Directorate of Technical Education                    |
| SDP       | Skills Development Project                            |
| PD        | Project Director                                      |
| GOB       | Government of Bangladesh                              |
| ADB       | Asian Development Bank                                |
| BMET      | Bureau of Manpower Employment and Training            |
| NTVQ      | National Technical Vocational Qualification           |
| NTVQF     | National Technical Vocational Qualification Framework |
| BTEB      | Bangladesh Technical Education Board                  |
| CBT       | Competency Based Training                             |
| CS        | Competency Standard                                   |
| HSC (Voc) | Higher Secondary Certificate (Vocational)             |
| KSA       | Knowledge, Skills, Attitude                           |
| RPL       | Recognition of Prior Learning                         |
| SSC (Voc) | Secondary School Certificate (Vocational)             |

**Bangladesh Technical Education Board (BTEB)**  
**Standard and Curriculum Development Committee**  
**National Competency Standards & Course Accreditation Document**  
**for**  
**Computerized Accounting System, Level – IV & V for**  
**Information and Communication Technology Sector**  
**Meeting held on 16.10.2023, 9.30 AM**

| SL No. | Name & Designation of Members                             | Address and Contact number  | Designation of (SCDC) | Signature   | Remarks           |
|--------|---|---|-----------------------|---|-------------------|
| 01.    | Mr. Shafquat Haider, Chairman, ISC,                       | Dhaka. House - 120 (1st Floor), Road - 13, Block - E, Banani, Dhaka - 1213,   | Chairperson           |    | CS & CAD Approved |
| 02.    | Md Rahmat Ullah, MD,                                      | Best IT Solutions Ltd.  | Member                |    |                   |
| 03.    | Md Karim Ullah, E D Mobile: 01727576200                   | , Best IT Solutions Ltd.  | Member                |   |                   |
| 04.    | Mr. Prawma Tapashi Khan, FCCA, Country Manager,           | Crystal Palace, 3 <sup>rd</sup> Floor, Regus House SE (D) 22, Road 140, Gulshan south Avenue, Gulshan-1, Dhaka-1212 | Member                |  |                   |
| 05.    | Mr. Abu Sayem FCCA, CPFA Director,                        | Txhouse Bangladesh Ltd. Dhaka   | Member                |  |                   |
| 06.    | Mr. Mamunur Rashid FCMA, associate Professor,             | Institute of Cost Management accountants of Bangladesh, ICMA Bhaban, Nilkhet, Dhaka-1205                            | Member                |  |                   |
| 07.    | Mr. Zahed Ahmed Chowdhury, Chief Instructor (Computer),   | Dhaka Polytechnic Institute, Dhaka  | Member                |  |                   |
| 08.    | Md. Shariful Islam Sr. Executive Commercial               | ACI Bangladesh  | Member                |  |                   |
| 09.    | Mr. Md. Abdul Hye Siddiqui, Senior Instructor (Computer), | SFMMTTC, Darus Salam, Mirpur Road, Dhaka.   | Member                | —   |                   |
| 10     | Dr. Md. Shah Alam Majumder, Specialist (C.A), BTEB, Dhaka | Bangladesh Technical Education Board, Dhaka.  | Member                |  |                   |
| 11     | Mrs. Humyra Maisur, Quality Assurance Officer             | Bangladesh Technical Education Board, Dhaka.  | Member                |  |                   |

## The Qualification of the Competency Standards

|                                 |  |
|---------------------------------|--|
| 1. Title of Qualification:      | <b>National Skill Certificate –IV &amp; V in Computerized Accounting System in Information and Communication Technology Sector</b>   |
| 2. Qualification Code:          | <b>ICTCAS</b>  |
| 3. Endorsement Date:            | <b>16<sup>th</sup> October, 2022</b>   |
| 4. Purpose of the Qualification | <p>The NSC - IV in Computerized Accounting System in Enterprise Qualification consists of a set of Computerized Accounting System works of competencies that a person must achieve in order to work competently in the <b>Information and Communication Technology Sector</b> as trainee accountant/ accountant and admin/ jr. accountant / finance and account jr. officer / receivable and payable officer/ payroll and HR officer</p> <p>In particular, he/she should be able to:</p> <ol style="list-style-type: none"> <li>1. Work in a team environment</li> <li>2. Perform effective workplace interaction</li> <li>3. Use ICT in workplace</li> <li>4. Maintain occupational safety and health (OSH) in it workplace</li> <li>5. Use English for communication with stakeholder</li> <li>6. Maintain petty cash</li> <li>7. Perform receivable and payable activities</li> <li>8. Perform financial recordkeeping and reporting</li> <li>9. Prepare and manage payroll</li> <li>10. Perform inventory management activities</li> <li>11. Maintain assets register</li> </ol> <p>The NSC - IV in Computerized Accounting System in Enterprise Qualification consists of a set of Computerized Accounting System works of competencies that a person must achieve in order to work competently in the <b>Information and Communication Technology Sector</b> as an accountant/ tax officer/ VAT officer.</p> <p>In particular, he/she should be able to:</p> <ol style="list-style-type: none"> <li>1. Practice negotiation skills</li> <li>2. Ensure gender equality and social inclusion in workplace and personal life</li> <li>3. Perform income tax related activities</li> <li>4. Perform vat related activities</li> <li>5. Implement new accounting software</li> <li>6. Assist to prepare budget</li> </ol> |

|                                      |  |
|--------------------------------------|--|
|                                      | 7. Calculate product cost<br>8. Prepare internal management report   |
| <b>5. Regulatory Arrangements</b>    | The holder of this qualification should have been assessed by a BTEB certified assessor and found to be competent in the units listed. |
| <b>6. Accreditation Requirements</b> | The qualifications shall be offered in compliance with the accreditation requirements set by BTEB.                                     |
| <b>7. Transition Arrangements</b>    | In the absence of certified assessors, the BTEB shall appoint trainers who have undergone assessment trainings.                        |
| <b>8. Contact for Comments</b>       | Chairman<br>Bangladesh Technical Education Board (BTEB)<br>Agargaon, Sher-E-Bangla Nagar, Dhaka-1207.                                  |

**National Competency Standards for National Skill Certificate – IV & V in  
Computerized Accounting System in Information and Communication  
Technology Sector**

## Course Structure

| SL  | Unit Code & Title |  | UoC Level | Nominal Hours |
|---|-------------------|--|-----------|---------------|
| The Generic Competencies (05 UoCs required)             |                   |  |           | 110           |
| 1.  | GN1003A2          | Work in a Team Environment   | 1         | 20            |
| 2.  | GN2005A2          | Perform Effective Workplace Interaction                                    | 2         | 20            |
| 3.  | GN3008A1          | Use ICT in Workplace   | 3         | 30            |
| 4.  | GN3011A1          | Practice Negotiation Skills  | 3         | 20            |
| 5.  | GN3018A1          | Ensure Gender Equality and Social Inclusion in Workplace and Personal Life | 3         | 20            |
| The Sector Specific Competency (01 UoC required)        |                   |  |           | 30            |
| 1.  | ICTSS3005A1       | Maintain Occupational Safety and Health (OSH) in IT Workplace              | 3         | 30            |
| The Occupation Specific Competencies (13 UoCs required) |                   |  |           | 630           |
| 1.  | ICTCAS4001A1      | Use English to Communication with Stakeholders                             | 4         | 45            |
| 2.  | ICTCAS4002A1      | Maintain Petty Cash  | 4         | 15            |
| 3.  | ICTCAS4003A1      | Perform Receivable and Payable Activities                                  | 4         | 60            |
| 4.  | ICTCAS4004A1      | Perform Financial Recordkeeping and Reporting                              | 4         | 90            |
| 5.  | ICTCAS4005A1      | Prepare and Manage Payroll   | 4         | 30            |
| 6.  | ICTCAS4006A1      | Perform Inventory Management Activities                                    | 4         | 30            |
| 7.  | ICTCAS4007A1      | Maintain Assets Register   | 4         | 15            |
| 8.  | ICTCAS5008A1      | Perform Income Tax Related Activities                                      | 5         | 90            |
| 9.  | ICTCAS5009A1      | Perform VAT Related Activities   | 5         | 90            |
| 10.   | ICTCAS5010A1      | Use Accounting Software  | 5         | 60            |



|                            |              |                                    |   |            |
|----------------------------|--------------|------------------------------------|---|------------|
| 11.                        | ICTCAS5011A1 | Assist to Prepare Budget           | 5 | 30         |
| 12.                        | ICTCAS5012A1 | Calculate Product Cost             | 5 | 45         |
| 13.                        | ICTCAS5013A1 | Prepare Internal Management Report | 5 | 30         |
| <b>Total Nominal Hours</b> |              |                                    |   | <b>670</b> |

**National Competency Standards for National Skill Certificate – IV & V in  
Computerized Accounting System in Information and Communication  
Technology Sector**

**Course Structure – Level - IV**

| SL  | Unit Code & Title |   | UoC Level | Nominal Hours |
|---|-------------------|---|-----------|---------------|
| The Generic Competencies (03 UoCs required)             |                   |   |           | 70            |
| 1.  | GN1003A2          | Work in a Team Environment                                    | 1         | 20            |
| 2.  | GN2005A2          | Perform Effective Workplace Interaction                       | 2         | 20            |
| 3.  | GN3008A1          | Use ICT in Workplace  | 3         | 30            |
| The Sector Specific Competency (01 UoC required)        |                   |   |           | 30            |
| 2.  | ICTSS3005A1       | Maintain Occupational Safety and Health (OSH) in IT Workplace |           | 30            |
| The Occupation Specific Competencies (07 UoCs required) |                   |   |           | 285           |
| 1.  | ICTCAS4001A1      | Use English for Communication with Stakeholder                | 4         | 45            |
| 2.  | ICTCAS4002A1      | Maintain Petty Cash   | 4         | 15            |
| 3.  | ICTCAS4003A1      | Perform Receivable and Payable Activities                     | 4         | 60            |
| 4.  | ICTCAS4004A1      | Perform Financial Recordkeeping and Reporting                 | 4         | 90            |
| 5.  | ICTCAS4005A1      | Prepare and Manage Payroll                                    | 4         | 30            |
| 6.  | ICTCAS4006A1      | Perform Inventory Management Activities                       | 4         | 30            |
| 7.  | ICTCAS4007A1      | Maintain Assets Register                                      | 4         | 15            |
| Total Nominal Hours                                     |                   |   |           | 385           |
| On-the-Job Training                                     |                   |   |           | 160           |
| Total Nominal Learning Hours                            |                   |   |           | 545           |

**National Competency Standards for National Skill Certificate – IV & V in  
Computerized Accounting System in Information and Communication  
Technology Sector**

**Course Structure – Level - V**

| SL  | Unit Code & Title |  | UoC Level | Nominal Hours |
|---|-------------------|--|-----------|---------------|
| The Generic Competencies (02 UoCs required)             |                   |  |           | 50            |
| 1.  | GN3011A1          | Practice Negotiation Skills  | 3         | 20            |
| 2.  | GN3018A1          | Ensure Gender Equality and Social Inclusion in Workplace and Personal Life | 3         | 20            |
| The Occupation Specific Competencies (06 UoCs required) |                   |  |           | 345           |
| 1.  | ICTCAS5008A1      | Perform Income Tax Related Activities                                      | 5         | 90            |
| 2.  | ICTCAS5009A1      | Perform VAT Related Activities   | 5         | 90            |
| 3.  | ICTCAS5010A1      | Implement New Accounting Software  | 5         | 60            |
| 4.  | ICTCAS5011A1      | Assist to Prepare Budget   | 5         | 30            |
| 5.  | ICTCAS5012A1      | Calculate Product Cost   | 5         | 45            |
| 6.  | ICTCAS5013A1      | Prepare Internal Management Report   | 5         | 30            |
| Total Nominal Hours                                     |                   |  |           | 385           |
| On-the-Job Training                                     |                   |  |           | 216           |
| Total Nominal Hours                                     |                   |  |           | 601           |

## **The Generic Competencies**

## National Technical and Vocational Qualifications Framework for Bangladesh Unit of Competency

|   |  |
|---|--|
| <b>Unit Title</b>                               | <b>Work in a Team Environment</b>  |
| <b>Unit Code</b>                                | <b>GN1003A2</b>  |
| <b>Unit Descriptor</b>                          | This unit covers the knowledge, skills and attitudes required to work in a team environment. It includes interpreting team objectives and work processes, defining team role and scope, working as a team member, and communicating and cooperating with team members.   |
| <b>Nominal Hours</b>                            | <b>20 Hours</b>  |
| <b>Elements of Competency</b>                   | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Interpret team objectives and work processes | 1.1 Objectives of team are defined from available <b><i>sources of information</i></b> .<br>1.2 Work plan is interpreted.<br>1.3 Working processes are clearly interpreted.  |
| 2. Define team role and scope                   | 2.1 Team structure and reporting relationship within the team are identified and interpreted.<br>2.2 <b><i>Role and responsibilities</i></b> of team members are defined according to job description.<br>2.3 Scopes of jobs for <b><i>team members</i></b> are identified and interpreted according to job requirements.              |
| 3. Work as a team member                        | 3.1 Individual duties, responsibilities, authorities are clarified.<br>3.2 Tasks of team members are identified as per workplace standards.<br>3.3 Effective <b><i>forms of communication</i></b> are used to interact with team members.<br>3.4 Communication channels are maintained as per <b><i>workplace context</i></b> .        |
| 4. Communicate and cooperate with team members  | 4.1 Effective <b><i>interpersonal skills</i></b> are applied to interact with team members.<br>4.2 Views and opinions of other team members are respected and reflected accurately.<br>4.3 Appropriate <b><i>workplace terminology</i></b> is used for effective communication.<br>4.4 Ideas related to team plans are contributed and |

|                              |   |
|------------------------------|---|
|                              | recommendations for improving team work are move forward.   |
| <b>Range of Variables</b>    |   |
| <b>Variable</b>              | <b>Range</b> (may include but not limited to):  |
| 1. Sources of information    | 1.1 Standard Operating Procedures (SOP)<br>1.2 Job description<br>1.3 Operations Manuals<br>1.4 Organizational structures   |
| 2. Role and responsibilities | 2.1 Contributing to overall team objectives<br>2.2 Completing individual deliverables<br>2.3 Providing expertise<br>2.4 Documenting the process<br>2.5 Mutual accountability  |
| 3. Team members              | 3.1 Employee / workers<br>3.2 Supervisor / manager<br>3.3 Peers / colleagues<br>3.4 Employee representative<br>3.5 Coach / mentors  |
| 4. Forms of communication    | 4.1 Verbal communication<br>4.2 Written communication<br>4.3 Nonverbal communication  |
| 5. Workplace context         | 5.1 National Laws and Statutes<br>5.2 Standard Operating Procedures<br>5.3 Workplace Rules and Regulations  |
| 6. Interpersonal skills      | 6.1 Listening skills<br>6.2 Negotiation<br>6.3 Problem-solving<br>6.4 Decision-making<br>6.5 Assertiveness<br>6.6 Work Ethic<br>6.7 Body Language<br>6.8 Collaboration<br>6.9 Positive Attitude<br>6.10 Workplace Etiquette |
| 7. Workplace terminology     | 7.1 Sector<br>7.2 Occupation<br>7.3 Profession<br>7.4 Career<br>7.5 Field   |

|  |   |
|--|---|
|  | 7.6 Job<br>7.7 Task<br>7.8 Position<br>7.9 Master Craft Person (MCP)<br>7.10 Administrator<br>7.11 Manager<br>7.12 Annual Confidential Report (ACR)   |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 demonstrated knowledge in working in a team environment;<br>1.2 interpreted work plan;<br>1.3 maintained communication channels; and<br>1.4 viewed and respected other team member's opinions.   |
| 2. Underpinning knowledge  | 2.1 Team objective, sources of information and work process.<br>2.2 Team structure, reporting relation, role and responsibilities, and scope of job.<br>2.3 Individual duties, responsibilities and authorities.<br>2.4 Tasks requirements, effective form of communication and workplace context.<br>2.5 Interpersonal skills, views and opinion of team members and workplace terminologies.<br>2.6 Idea related to team plan and recommendation. |
| 3. Underpinning skills   | 3.1 Identifying role and responsibilities of team.<br>3.2 Identifying roles and responsibilities of individual members.<br>3.3 Participating in team discussion.<br>3.4 Working as a team member.   |
| 4. Required attitudes  | 4.1 Promptness in carrying out activities.<br>4.2 Sincere and honest to duties.<br>4.3 Eagerness to learn.<br>4.4 Positive attitude.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace.<br>4.9 Loyal to the senior colleagues  |



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| 5. Resource implication   | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated)</p> <p>5.2 operations manual, job description manuals and organogram</p> <p>5.3 sample case studies documents.</p>           |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test</p> <p>6.2 demonstration</p> <p>6.3 oral questioning</p> <p>6.4 portfolio.</p>  |
| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated work place after Completion of the training module.</p> <p>7.2 Assessment should be done by BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |  |

## National Technical and Vocational Qualifications Framework for Bangladesh Unit of Competency

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| <b>Unit Title</b>                                  | <b>Perform Effective Workplace Interaction</b>   |
| <b>Unit Code</b>                                   | <b>GN2005A2</b>  |
| <b>Unit Descriptor</b>                             | This unit covers the knowledge, skills and attitude required to perform effective workplace interaction. It includes Interpreting workplace communication and etiquette, following verbal and written instruction, conveying instructions using verbal and written forms of communication, and participating in workplace meetings and discussions.  |
| <b>Nominal Hours</b>                               | <b>20 Hours</b>  |
| <b>Elements of Competency</b>                      | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Interpret workplace communication and etiquette | 1.1 Workplace code of conducts is interpreted as per organizational guidelines.<br>1.2 Appropriate lines of communication are maintained with supervisors and colleagues.<br>1.3 Workplace interactions are conducted in a <b><i>courteous manner</i></b> to gather and convey information.<br>1.4 Questions about routine <b><i>workplace procedures and matters</i></b> are asked and responded as required.   |
| 2. Follow verbal and written instruction           | 2.1 Verbal instructions are accessed and interpreted.<br>2.2 Questions are asked to clarify understanding or gain more information.<br>2.3 <b><i>Written instructions</i></b> are interpreted correctly in accordance with <b><i>workplace guidelines</i></b> .<br>2.4 Work <b><i>signages</i></b> are properly responded to customer requirement.<br>2.5 Routine written instructions are followed in sequence.<br>2.6 Feedback is given to workplace supervisor based on workplace guidelines. |

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| 3. Convey instructions using verbal and written forms of communication | <p>3.1 <b>Media of communication</b> are identified and used in accordance with legal requirement and workplace guidelines.</p> <p>3.2 <b>Channel of communication</b> is identified.</p> <p>3.3 Relevant <b>communication methods</b> are used to transmit instructions.</p> <p>3.4 <b>Communication tools and equipment</b> are operated, and faults are identified and reported.</p> <p>3.5 Information is conveyed using appropriate <b>forms</b>.</p> |
| 4. Participate in workplace meetings and discussions                   | <p>4.1 Team meetings are attended on time and meeting procedures and etiquette are followed.</p> <p>4.2 Own opinions are expressed and others opinions are listened without interruption.</p> <p>4.3 Inputs are provided consistent with meeting purpose and meeting outcomes are implemented.</p> <p>4.4 Moral issues are considered and practiced during interaction in meeting.</p>   |
| <b>Range of Variables</b>  |  |
| <b>Variable</b>  | <b>Range (may include but not limited to):</b>   |
| 1. Courteous manner  | <p>1.1 Thank you</p> <p>1.2 Greeting</p> <p>1.3 Apologize</p> <p>1.4 Respect</p> <p>1.5 Active Listening</p> <p>1.6 Honor to person with disabilities</p> <p>1.7 Smile</p> <p>1.8 Treat others the way you want to be treated</p>  |
| 2. Workplace procedures and matters                                    | <p>2.1 Notes</p> <p>2.2 Agenda</p> <p>2.3 Simple reports</p> <p>    2.3.1 Progress report</p> <p>    2.3.2 Incident report</p> <p>2.4 Job sheets</p> <p>2.5 Operational manuals</p> <p>2.6 Brochures and promotional material</p> <p>2.7 Visual and graphic materials</p> <p>2.8 Standards</p> <p>2.9 OSH information</p> <p>2.10 Signs</p>  |

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| 3. Written instructions  | 3.1 Supervisor's/manager's instructions<br>3.2 Memoranda<br>3.3 Rules and regulations<br>3.4 Signage<br>3.5 Approved work plan<br>3.6 External communications      |
| 4. Workplace guidelines  | 4.1 Labor policies and guidelines<br>4.2 HR policy<br>4.3 Job description<br>4.4 Operations manual<br>4.5 Organizational manuals<br>4.6 Quality assurance handbook |
| 5. Signages  | 5.1 On-site direction signs<br>5.2 Common site warnings<br>5.3 Location signs<br>5.4 Traffic signs   |
| 6. Media of communication  | 6.1 Face to face conversation<br>6.2 Print media<br>6.3 Electronic media<br>6.4 Social media   |
| 7. Channel of communication  | 7.1 Peers / Colleagues<br>7.2 Subordinates<br>7.3 Superiors  |
| 8. Communication methods   | 8.1 Non-verbal<br>8.2 Verbal instructions<br>8.3 Written instructions<br>8.4 Online communication  |
| 9. Communication tools and equipment   | 9.1 Telephone<br>9.2 Mobile Phone<br>9.3 Fax Machines<br>9.4 Two-way Radio<br>9.5 Computers<br>9.6 Forms<br>9.7 Memo   |
| 10. Forms  | 10.1 Memorandum<br>10.2 Requisitioning Form<br>10.3 Personnel Form<br>10.4 Safety Report Form  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |  |

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| 1. Critical aspects of competency | <p>Assessment required evidences that the candidate:</p> <ol style="list-style-type: none"> <li>1.1 maintained lines of communication with supervisors and colleagues;</li> <li>1.2 responded work signages as per customer requirements;</li> <li>1.3 use media of communication and channel of communication;</li> <li>1.4 operated communication tools and equipment; and</li> <li>1.5 considered moral issues and practiced during interaction in meeting.</li> </ol>            |
| 2. Underpinning knowledge         | <ol style="list-style-type: none"> <li>2.1 Channel of communication.</li> <li>2.2 Workplace etiquette.</li> <li>2.3 Courteous manner.</li> <li>2.4 Communication method</li> <li>2.5 Workplace documents, signs and symbols.</li> <li>2.6 Meeting procedure</li> <li>2.7 Professional ethics.</li> <li>2.8 Feedback procedures as per workplace guidelines</li> </ol>  |
| 3. Underpinning skills            | <ol style="list-style-type: none"> <li>3.1 Interpreting workplace communication and etiquette.</li> <li>3.2 Following workplace instructions and symbols.</li> <li>3.3 Receiving instructions.</li> <li>3.4 Interpreting verbal and written instructions.</li> <li>3.5 Conveying workplace instructions.</li> <li>3.6 Participating workplace meetings and discussions.</li> <li>3.7 Following workplace meeting procedures.</li> <li>3.8 Following communication method.</li> </ol> |
| 4. Required attitudes             | <ol style="list-style-type: none"> <li>4.1 Commitment to occupational safety and health.</li> <li>4.2 Promptness in carrying out activities.</li> <li>4.3 Sincere and honest to duties.</li> <li>4.4 Eagerness to learn.</li> <li>4.5 Tidiness and timeliness.</li> <li>4.6 Environmental concerns.</li> <li>4.7 Respect for rights of peers and seniors at workplace.</li> <li>4.8 Communication with peers and seniors at workplace.</li> </ol>                                    |
| 5. Resource implications          | <p>The following resources must be provided:</p> <ol style="list-style-type: none"> <li>5.1 workplace (actual or simulated);</li> <li>5.2 materials relevant to the proposed activity;</li> <li>5.3 all tools, equipment, material and documentation required; and</li> <li>5.4 relevant specifications or work instructions.</li> </ol>   |

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| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>   |
| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |  |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>                                  | <b>Use ICT in Workplace</b>   |
| <b>Unit Code</b>                                   | <b>GN3008A1</b>   |
| <b>Unit Descriptor</b>                             | This unit covers the knowledge, skills and attitudes required to use ICT in workplace. It includes interpreting the use of ICT tools and applications, preparing for work, working with desktop items and file / folders, working with word processing software, using spreadsheet packages to create worksheets, preparing presentation, printing documents and using internet and access e-mail.  |
| <b>Nominal Hours</b>                               | <b>30 Hours</b>   |
| <b>Elements of Competency</b>                      | <b>Performance Criteria</b><br><i><b>Bold &amp; italicized</b></i> terms are elaborated in the Range of Variables   |
| 1. Interpret the use of ICT tools and applications | 1.1 Importance of ICT uses in workplace are interpreted.<br>1.2 <i><b>ICT tools and applications</b></i> are identified.<br>1.3 Functions of basic ICT tools and applications are described.  |
| 2. Prepare for the work                            | 2.1 Health and safety requirements are identified and followed as per workplace requirements and set guidelines.<br>2.2 Tasks are identified and prioritized as per workplace requirements.<br>2.3 Required ICT tools and applications are prepared and organized for the job.<br>2.4 <i><b>Peripherals</b></i> and power connections are checked / connected with computer as per standard procedure.<br>2.5 Computer is switched on gently as per standard procedure. |
| 3. Work with desktop items and file / folders      | 3.1 <i><b>Desktop / GUI settings</b></i> are customized as per requirement.<br>3.2 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement.<br>3.3 Properties of files and folders are viewed and searched.   |
| 4. Work with word processing software              | 4.1 Systematic typing in word processor are demonstrated.<br>4.2 <i><b>Documents</b></i> are created and prepared as per personal / office requirement.   |



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|  | <p>4.3 <b>Toolbar items</b> are entered as per documents requirement.</p> <p>4.4 Document is <b>formatted</b> using font, paragraph and styles.</p> <p>4.5 Page settings for printing are completed.</p> <p>4.6 Saving and retrieving technique of document are demonstrated.</p>  |
| 5. Use spreadsheet packages to create worksheets | <p>5.1 Spreadsheet packages are selected and opened.</p> <p>5.2 Worksheets are created as per requirement in Personal use and office environment.</p> <p>5.3 Data are entered.</p> <p>5.4 <b>Functions</b> are used for calculating and editing logical operation.</p> <p>5.5 Worksheets are formatted as per requirement.</p> <p>5.6 Charts are created.</p> <p>5.7 Charts / Sheets are previewed.</p>  |
| 6. Prepare presentation                          | <p>6.1 Presentation software packages are selected and installed.</p> <p>6.2 Presentation is created as per requirement in personal use and office environment</p> <p>6.3 Image, Illustrations, text, table, symbols and media are entered as per requirements.</p> <p>6.4 Presentations are formatted and animated.</p> <p>6.5 Presentations are previewed.</p>   |
| 7. Print documents                               | <p>7.1 Printer is connected with computer and power outlet as pre standard.</p> <p>7.2 Power is switched on at both the power outlet and printer.</p> <p>7.3 Printer is installed and added.</p> <p>7.4 Correct printer settings are selected and document is printed.</p>   |
| 8. Use internet and access e-mail                | <p>8.1 Search engines are used to access information and resources.</p> <p>8.2 Video / Information are Shared /downloaded / uploaded from / to web site / social media using <b>internet browsers</b>.</p> <p>8.3 E-mail address is created and accessed.</p> <p>8.4 Document is prepared, attached and sent to recipients including Cc and Bcc.</p> <p>8.5 E-mail is read, forwarded, replied, customized and deleted as per requirement.</p> <p>8.6 E-mail messages are printed.</p> |

| <b>Range of Variables</b>     |  |
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| <b>Variable</b>               | <b>Range (may include but not limited to):</b>   |
| 1. ICT tools and applications | 1.1 Phone<br>1.2 Cell Phone<br>1.3 TABs<br>1.4 Computers<br>1.5 Laptops<br>1.6 Notebooks<br>1.7 Internet<br>1.8 Software   |
| 2. Peripherals                | 2.1 Monitor<br>2.2 Keyboard<br>2.3 Mouse<br>2.4 Modem<br>2.5 Scanner<br>2.6 Printer  |
| 3. Desktop / GUI settings     | 3.1 Icons<br>3.2 Taskbar<br>3.3 View<br>3.4 Resolutions  |
| 4. Documents                  | 4.1 Word documents<br>4.2 Standard CV / Bio-Data with different text & fonts, image and table<br>4.3 Application / Official letter with proper paragraph and indenting, spacing, styles, illustrations, tables, header & footers and symbols<br>4.4 Standard report / newspaper items with column, footnote and endnote, drop cap, indexing and page numbering |
| 5. Toolbar items              | 5.1 Table<br>5.2 Illustrations and styles<br>5.3 Text<br>5.4 Header & Footer<br>5.5 Symbols  |
| 6. Formatted                  | 6.1 Bold<br>6.2 Italic<br>6.3 Underline<br>6.4 Font size, colour,<br>6.5 Change case<br>6.6 Alignment and intend   |

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| 7. Functions  | 7.1 Mathematics<br>7.2 Logical<br>7.3 Simple Statistical   |
| 8. Internet Browsers  | 8.1 Internet Explorer<br>8.2 Firefox<br>8.3 Google Chrome<br>8.4 Opera<br>8.5 Safari<br>8.6 Omni Web   |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency |  |
| 1. Critical aspects of competency   | Assessment required evidences that the candidate:<br>1.1 followed OSH standard and safe work procedures;<br>1.2 completed application software installations properly;<br>1.3 performed simple trouble shooting with computer;<br>1.4 configured appropriate printer settings and printed the document; and<br>1.5 demonstrated ability to create e-mail accounts.   |
| 2. Underpinning knowledge   | 2.1 Basic components of PC.<br>2.2 IT and IT Tools.<br>2.3 Type of software and application packages.<br>2.4 Use of word processor, spreadsheet and presentation software.<br>2.5 Type of math and logical functions.<br>2.6 Computer troubleshooting.<br>2.7 Techniques to access internet.   |
| 3. Underpinning skills  | 3.1 Identifying and using IT Tools.<br>3.2 Demonstrating simple troubleshooting with computer.<br>3.3 Demonstrating typing on word processing software.<br>3.4 Creating, opening, copying, renaming, deleting and sorting files and folders as per requirement.<br>3.5 Saving and retrieving documents on word processing software.<br>3.6 Demonstrating ability to create e-mail accounts.<br>3.7 Opening an e-mail account and use it for different purpose.<br>3.8 Configuring appropriate printer settings and print documents.<br>3.9 Using functions for calculating and editing logical operation in spreadsheet. |

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| 4. Required attitudes   | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |
| 5. Resource implications  | The following resources must be provided:<br>5.1 workplace (actual or simulated);<br>5.2 IT Tools;<br>5.3 computers with word processing application;<br>5.4 internet connection; and<br>5.5 learning manuals.  |
| 6. Methods of assessment  | Methods of assessment may include but not limited to:<br>6.1 written test;<br>6.2 demonstration;<br>6.3 oral questioning; and<br>6.4 portfolio.   |
| 7. Context of assessment  | 7.1 Competency assessment must be done in a training centre or in an actual or simulated workplace after completion of the training module.<br>7.2 Assessment should be done by a BTEB certified assessor.  |
| <b>Accreditation Requirements</b><br>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB. |   |

## National Technical and Vocational Qualifications Framework for Bangladesh Unit of Competency

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| <b>Unit Title</b>              | <b>Practice Negotiation Skills</b>   |
| <b>Unit Code</b>               | <b>GN3011A1</b>  |
| <b>Unit Descriptor</b>         | This unit covers the knowledge, skills and attitudes required to practice negotiation skills. It includes planning negotiations and participating in negotiations.   |
| <b>Nominal Hours</b>           | <b>20 Hours</b>  |
| <b>Elements of Competency</b>  | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Plan negotiations           | 1.1 Information on <b><i>preparing for negotiation</i></b> is identified and included in the plan.<br>1.2 Information on creating <b><i>non-verbal environments</i></b> for positive negotiating is identified and included in the plan.<br>1.3 Information on <b><i>active listening</i></b> is identified and included in the plan.<br>1.4 Information on different <b><i>questioning techniques</i></b> is identified and included in the plan.<br>1.5 Information is checked to ensure it is correct and up-to-date. |
| 2. Participate in negotiations | 2.1 Criteria for successful outcome are agreed upon by all parties.<br>2.2 Desired outcome of all parties is considered.<br>2.3 Appropriate language is used throughout the negotiation.<br>2.4 A variety of questioning techniques are used.<br>2.5 The issues and processes are documented and agreed upon by all parties.<br>2.6 Possible solutions are discussed and their viability assessed.<br>2.7 Areas for agreement are confirmed and recorded.<br>2.8 Follow-up action is agreed upon by all parties.         |
| <b>Range of Variables</b>      |  |

| Variable                     | Range (may include but not limited to):   |
|------------------------------|---|
| 1. Preparing for negotiation | 1.1 Background information on other parties to the negotiation<br>1.2 Good understanding of topic to be negotiated<br>1.3 Clear understanding of desired outcome/s<br>1.4 Personal attributes <ul style="list-style-type: none"> <li>▪ Self esteem</li> <li>▪ Self esteem</li> <li>▪ Objectivity</li> <li>▪ Empathy</li> <li>▪ Respect for others</li> </ul> 1.5 Interpersonal skills <ul style="list-style-type: none"> <li>▪ Listening / reflecting</li> <li>▪ Non-verbal communication</li> <li>▪ Assertiveness</li> <li>▪ Behavior labeling</li> <li>▪ Testing understanding</li> <li>▪ Seeking information</li> <li>▪ Self-disclosure</li> </ul> 1.6 Analytic skills <ul style="list-style-type: none"> <li>▪ Observing differences between content and process</li> <li>▪ Identifying bargaining information</li> <li>▪ Applying strategies to manage process</li> <li>▪ Applying steps in negotiating process</li> <li>▪ Strategies to manage conflict</li> <li>▪ Steps in negotiating process</li> <li>▪ Options within organization and externally for resolving conflict</li> </ul> |
| 2. Non-verbal environments   | 2.1 Friendly reception<br>2.2 Warm and welcoming room<br>2.3 Refreshments offered<br>2.4 Lead in conversation before negotiation begins   |
| 3. Active listening          | 3.1 Attentive<br>3.2 Don't interrupt<br>3.3 Good posture<br>3.4 Maintain eye contact<br>3.5 Reflective listening  |
| 4. Questioning techniques    | 4.1 Direct<br>4.2 Indirect<br>4.3 Human Open-ended  |

| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |  |
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| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 demonstrated sufficient knowledge of the factors influencing negotiation to achieve agreed outcome; and<br>1.2 participated in negotiation with at least one person to achieve an agreed outcome.   |
| 2. Underpinning knowledge  | 2.1 Codes of practice and guidelines for the organization.<br>2.2 Organization policy and procedures for negotiations.<br>2.3 Decision making and conflict resolution strategies procedures.<br>2.4 Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation.<br>2.5 Flexibility.<br>2.6 Empathy.        |
| 3. Underpinning skills   | 3.1 Interpersonal skills to develop rapport with other parties.<br>3.2 Communication skills (verbal and listening).<br>3.3 Observation skills.<br>3.4 Negotiation skills.  |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Environmental concerns.<br>4.5 Eagerness to learn.<br>4.6 Tidiness and timeliness.<br>4.7 Respect to rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |
| 5. Resource implications   | The following resources must be provided:<br>5.1 workplace (actual or simulated); and<br>5.2 human resources (negotiators).  |
| 6. Methods of assessment   | Methods of assessment may include but not limited to:<br>6.1 written test;<br>6.2 demonstration;<br>6.3 oral questioning; and<br>6.4 portfolio.  |



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| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training centre or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |   |

**National Technical and Vocational Qualifications Framework for  
Bangladesh  
Unit of Competency**

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| <b>Unit Title</b>   | <b>Ensure Gender Equality and Social Inclusion in Workplace and Personal Life</b>   |
| <b>Unit Code</b>  | <b>GN3018A1</b>   |
| <b>Unit Descriptor</b>  | This unit covers the knowledge, skills and attitudes required to ensure gender equality and social inclusion in workplace and personal life. It includes interpreting gender related concept and social inclusion, Identify and practicing current practice of gender and inclusion in workplace and personal life.   |
| <b>Nominal Hours</b>  | <b>20 Hours</b>   |
| <b>Elements of Competency</b>   | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables   |
| 1. Interpret gender related concept   | 1.1 Gender and/ vs sex is defined.<br>1.2 <b><i>Gender discrimination</i></b> , equality, equity and justice are explained.<br>1.3 Process of gender socialization is explained.<br>1.4 <b><i>Gender roles</i></b> and responsibilities are comprehended.<br>1.5 <b><i>Gender needs</i></b> , condition and position are interpreted.   |
| 2. Interpret social inclusion   | 2.1 <b><i>Inclusion</i></b> and <b><i>social inclusion</i></b> are defined.<br>2.2 Intersectionality is identified.<br>2.3 <b><i>Gender diversity</i></b> is identified.<br>2.4 Accessibility in workplace is interpreted.<br>2.5 Opportunities of practicing inclusion are described.<br>2.6 Opportunities for practicing inclusion are described<br>2.7 <b><i>Gender and inclusion related law and policy</i></b> is explained. |
| 3. Identify current practice of gender and inclusion in workplace and personal life | 3.1 Patriarchal norms and values are identified.<br>3.2 Division of labour is identified.<br>3.3 Gender discrimination is identified.<br>3.4 <b><i>Power dimension</i></b> is identified.<br>3.5 <b><i>Gender stereotype</i></b> in workplace is identified.<br>3.6 <b><i>Gender based violence</i></b> in workplace is recognized.<br>3.7 Inclusion facilities are identified and listed.  |

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| 4. Practice gender and social inclusion in the workplace and personal life | 4.1 Gender and inclusion respective language are used.<br>4.2 Gender-inclusive attitudes and behavior are practiced.<br>4.3 Equal access and opportunities are practiced.<br>4.4 Enabling environment is created and maintained.<br>4.5 Male engagement and empowerment gender and social inclusion in the workplace and personal life are ensured.<br>4.6 Positive masculinity is practiced.<br>4.7 Access and control over the resources are ensured. |
| 5. Practice cultural Sensitivity in the workplace and Personal life        | 5.1 Concept of Cultural Sensitivity is comprehended.<br>5.2 Significance of Cultural Sensitivity in the workplace is interpreted.<br>5.3 Social and cultural diversities are accepted<br>5.4 Ethnocentric behavior is controlled.<br>5.5 Appropriate communication and decision are taken   |
| <b>Range of Variables</b>  |   |
| <b>Variable</b>  | <b>Range</b> (may include but not limited to):  |
| 1. Gender discrimination   | 1.1 Gender inequality<br>1.2 Gender bias<br>1.3 Gender bound<br>1.4 Oppression<br>1.5 Gender based constraint<br>1.6 Gender disparity<br>1.7 Structural barrier   |
| 2. Gender roles  | 2.1 Productive role<br>2.2 Reproductive role<br>2.3 Community role  |
| 3. Gender needs  | 3.1 Practical need<br>3.2 Strategic need  |
| 4. Inclusion and social inclusion  | 4.1 Accessibility<br>4.2 Acceptability<br>4.3 Affordability<br>4.4 Availability   |
| 5. Gender and inclusion related law and policy                             | 5.1 Constitution<br>5.2 CEDAW<br>5.3 UNCRPD<br>5.4 Labour law<br>5.5 Persons with disability rights and protection act -2013<br>5.6 National education policy -2010<br>5.7 National skill development policy -2011<br>5.8 ILO C190  |

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|  | 5.9 High court verdict   |
| 6. Power dimension   | 6.1 Hegemonic masculinity<br>6.2 Positive masculinity<br>6.3 Power to<br>6.4 Power over<br>6.5 Power with<br>6.6 Power within  |
| 7. Gender stereotype   | 7.1 Personal traits and behavior<br>7.2 Workplace behavior<br>7.3 Domestic work / care work  |
| 8. Gender based violence at workplace  | 8.1 Physical<br>8.2 Mental / emotional<br>8.3 Sexual<br>8.4 Neglect<br>8.5 Exploitation  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |  |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 identified intersectionality;<br>1.2 identified and listed inclusion facilities;<br>1.3 used gender and inclusion respective language; and<br>1.4 created and maintained enabling environment.  |
| 2. Underpinning knowledge  | 2.1 Gender and/ vs sex.<br>2.2 Inclusion and social inclusion<br>2.3 Gender discrimination, equality, equity and justice.<br>2.4 Process of gender socialization.<br>2.5 Gender roles and responsibilities.<br>2.6 Gender needs, condition and position.<br>2.7 Intersectionality and Accessibility.<br>2.8 Gender and inclusion related law and policy<br>2.9 Patriarchal norms and values<br>2.10 Division of labour.<br>2.11 Power dimension.<br>2.12 Gender stereotype.<br>2.13 Gender based violence.<br>2.14 Inclusion facilities.<br>2.15 Gender and inclusion respective language.<br>2.16 Gender inclusive attitude and behavior.<br>2.17 Enabling environment for inclusion.<br>2.18 Access and control over the resources |

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|  | 2.19 Gender related values<br>2.20 Gender base organisation policy procedure<br>2.21 Economic freedom.  |
| 3. Underpinning skills   | 3.1 Identifying intersectionality.<br>3.2 Identifying power dimension.<br>3.3 Recognizing gender-based violence.<br>3.4 Identifying and listing inclusion facilities.<br>3.5 Using gender and inclusion respective language.<br>3.6 Practicing gender inclusive attitude and behavior.<br>3.7 Maintaining enabling environment.   |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Environmental concerns.<br>4.5 Eagerness to learn.<br>4.6 Tidiness and timeliness.<br>4.7 Respect to rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace.<br>4.9 Use gender and inclusion respective language. |
| 5. Resource implication  | The following resources must be provided:<br>5.1 workplace (actual or simulated); and<br>5.2 relevant material and resources.   |
| 6. Methods of assessment   | Methods of assessment may include but not limited:<br>6.1 written test;<br>6.2 demonstration;<br>6.3 oral questioning; and<br>6.4 portfolio.  |
| 7. Context of assessment   | 7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module.<br>7.2 Assessment should be done by a BTEB certified assessor.   |
| <b>Accreditation Requirements</b><br>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB. |   |

## **The Sector Specific Competencies**

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>  | <b>Maintain Occupational Safety and Health (OSH) in IT Workplace</b>   |
| <b>Unit Code</b>   | <b>ICTSS3005A1</b>   |
| <b>Unit Descriptor</b>   | This unit covers the knowledge, skills and attitudes required to maintain Occupational Safety and Health (OSH) in IT Workplace. It includes identifying safety and health issues and applying personal safety and health practices for IT workplace, identifying and reporting hazards and risks, following emergency response procedures, and maintaining and improving safety and health at workplace.   |
| <b>Nominal Hours</b>   | <b>30 Hours</b>  |
| <b>Elements of Competency</b>                                  | <b>Performance Criteria</b><br><b><i>Bold &amp; Italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Identify safety and health issues in IT workplace           | 1.1 <b><i>Personal Protective Equipment (PPE)</i></b> for IT related jobs are identified.<br>1.2 <b><i>Type of IT workplace</i></b> are determined as per requirement.<br>1.3 <b><i>Safety and health issues for IT workplace</i></b> are clarified.<br>1.4 <b><i>Safety signs and tags</i></b> are identified.  |
| 2. Apply personal health and safety practices for IT workplace | 2.1 <b><i>Safe and hygiene work environment</i></b> are established.<br>2.2 Personal health and hygiene are interpreted.<br>2.3 Personal Health and hygiene are maintained according to health and hygiene procedures.<br>2.4 Personal Protective Equipment (PPE) are worn correctly and stored after use.<br>2.5 Clean and tidy workplace is maintained regularly.<br>2.6 Workplace safety conditions are regularly inspected and reported to designated authority. |
| 3. Identify and report hazards and risks                       | 3.1 Immediate work area is routinely checked for hazards and risks prior to commencing and during work.<br>3.2 <b><i>Hazards</i></b> and risks are identified.<br>3.3 Corrective actions are taken to mitigate hazards and risks within the level of responsibilities.   |

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|  | <p>3.4 Incidents arising from hazards and risks are reported to designated authority.</p> <p>3.5 Details of incidents are recorded accurately and clearly.</p>  |
| 4. Follow emergency response procedures                    | <p>4.1 <b>Emergency situations</b> are identified and reported according to workplace requirements.</p> <p>4.2 <b>Workplace emergency procedures</b> are followed as appropriate to the nature of the emergency and according to workplace procedures.</p> <p>4.3 Workplace procedures for dealing with accidents, fires and emergencies are followed.</p> <p>4.4 Emergency response plans and procedures are implemented.</p>  |
| 5. Maintain and improve health and safety in the workplace | <p>5.1 <b>Preventive measures</b> are taken for OSH regularly.</p> <p>5.2 Corrective actions are taken to correct unsafe conditions in the workplace.</p> <p>5.3 Recommendations arising from risk assessments are implemented within level of responsibility.</p> <p>5.4 Opportunities for improving OSH performance are identified and reported to relevant personnel.</p> <p>5.5 Social media and internet addition are prevented and ensured.</p> <p>5.6 Safety records are maintained according to company policies.</p> |
| <b>Range of Variables</b>                                  |   |
| <b>Variable</b>  | <b>Range</b> (may include but not limited to):  |
| 1. Personal Protective Equipment (PPE)                     | <p>1.1 Aprons</p> <p>1.2 Ear plugs</p> <p>1.3 Face mask</p> <p>1.4 Hand gloves</p> <p>1.5 Light and clean antistatic shoes</p>  |
| 2. Type of IT workplace                                    | <p>2.1 Hardware, system and network servicing workshop</p> <p>2.2 Software development lab/room</p>   |
| 3. Safety and Health issues for IT workplace               | <p>3.1 Ergonomics impairment</p> <p>3.2 Eye Stress / Eyesight impairment</p> <p>3.3 Hearing outage</p> <p>3.4 Pain in the limb</p> <p>3.5 Hypertension / Blood pressure</p> <p>3.6 Obesity</p> <p>3.7 Carpal tunnel syndrome</p> <p>3.8 Thrombosis</p> <p>3.9 Repetitive strain injury</p> <p>3.10 Radiation</p>  |



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|   | 3.11 Interest addiction   |
| 4. Safety signs and tags  | 4.1 Direction signs<br>4.2 First aid signs<br>4.3 Danger tags<br>4.4 Hazard signs<br>4.5 Safety tags<br>4.6 Warning signs   |
| 5. Safe and hygiene work environment  | 5.1 Insulated Anti-Static mat for protecting from electric shock and accident<br>5.2 Comfortable seating arrangement of PC and computer screen<br>5.3 Adjustable healthy chair and table with proper height and angle<br>5.4 Proper ventilation and lighting system<br>5.5 Standard electrical fittings |
| 6. Hazards  | 6.1 Ergonomic<br>6.2 Radiation<br>6.3 Heat and cold stress<br>6.4 Low or high intensity Light<br>6.5 Direct sun light<br>6.6 Noise  |
| 7. Emergency situations   | 7.1 Earth quake<br>7.2 Fires<br>7.3 Explosions  |
| 8. Workplace emergency procedures   | 8.1 Fire fighting<br>8.2 First aid<br>8.3 Emergency treatment<br>8.4 Evacuation   |
| 9. Preventive measures  | 9.1 Healthy settings of the Chair and Table<br>9.2 Time management during works<br>9.3 Avoiding internet and social media addiction<br>9.4 Providing work interval with computer screen and software<br>9.5 Ensuring availabilities of oxygen and light in the workplace                                |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency. |   |
| 1. Critical aspects of competency   | Assessment required evidences that the candidate:<br>1.1 identified safety and health issues for IT workplace<br>1.2 identified safety signs and symbols<br>1.3 established safe and hygiene work environment<br>1.4 identified hazards and risks and followed safe workplace                           |

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|                           | <p>operating procedure</p> <p>1.5 identified and reported emergency situations</p> <p>1.6 taken preventive and correctives measures for maintaining safe conditions in the workplace</p> <p>1.7 prevented from social media and internet addiction.</p>   |
| 2. Underpinning knowledge | <p>2.1 Importance of maintaining OSH in IT workplace.</p> <p>2.2 Personal protective equipment requirements for IT related jobs.</p> <p>2.3 Type of IT workplace and Safe and hygiene work environment.</p> <p>2.4 Safety and Health issues for IT workplace:</p> <p>2.4.1 ergonomics impairment</p> <p>2.4.2 eye Stress / Eyesight impairment.</p> <p>2.4.3 hearing outage</p> <p>2.4.4 pain in the limb</p> <p>2.4.5 hypertension / blood pressure</p> <p>2.4.6 obesity</p> <p>2.4.7 carpal tunnel syndrome</p> <p>2.4.8 thrombosis</p> <p>2.4.9 repetitive strain injury</p> <p>2.4.10 radiation</p> <p>2.4.11 interest addiction.</p> <p>2.5 Health and hygiene precaution requirement in IT workplace.</p> <p>2.6 OSH policies and procedures for IT workplace.</p> <p>2.7 Types of incidents and risk in IT workplace.</p> <p>2.8 Emergency situations and Workplace emergency procedures.</p> <p>2.9 Safety sign and tags.</p> <p>2.10 Types of hazards.</p> <p>2.11 Reporting and recording procedure.</p> <p>2.12 Internet and social media addiction and its impact in health and safety.</p> |
| 3. Underpinning skills    | <p>3.1 Identifying safety and health issues in IT workplace.</p> <p>3.2 Applying personal health and safety practices for IT workplace.</p> <p>3.3 Identifying and reporting hazards and risks.</p> <p>3.4 Following and responding in emergency response procedures.</p> <p>3.5 Maintaining and improving health and safety in the IT workplace.</p> <p>3.6 Preventing from Social media and internet addiction.</p>   |

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| 4. Required attitudes   | <p>4.1 Commitment to occupational health and safety in workplace and personal life.</p> <p>4.2 Promptness in carrying out activities.</p> <p>4.3 Maintaining cleanliness and safe work environment.</p> <p>4.4 Sincere and honest to duties.</p> <p>4.5 Eagerness to learn.</p> <p>4.6 Tidiness and timeliness.</p> <p>4.7 Environmental concerns in workplace.</p> <p>4.8 Respect for rights of peers and seniors at workplace.</p> <p>4.9 Communication with peers and seniors at workplace.</p> <p>4.10 Following IT ethics and preventing from internet and social media addiction.</p> |
| 5. Resource implication   | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated)</p> <p>5.2 equipment and outfits appropriate in applying safety measures</p> <p>5.3 tools, materials and documentation required</p> <p>5.4 relevant specifications or work instructions.</p>  |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test</p> <p>6.2 demonstration</p> <p>6.3 oral questioning</p> <p>6.4 portfolio.</p>   |
| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>   |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |   |

## **The Occupation Specific Competencies**

## National Technical and Vocational Qualification Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>   | <b>Use English for Communication with Stakeholder</b>   |
| <b>Unit Code</b>  | <b>ICTCAS4001A1</b>   |
| <b>Unit Descriptor</b>  | This unit covers the knowledge, skills, and attitudes required to use English for client communication. It includes using accounting terminology, expressing written and verbal instructions in English and showing written correspondent in English for accounting business. |
| <b>Nominal Hours</b>  | <b>45 Hours</b>   |
| <b>Elements of Competency</b>                                     | <b>Performance Criteria</b><br><i><b>Bold &amp; Italicized</b></i> terms are elaborated in the range of variables   |
| 1. Use accounting terminology                                     | 1.1 <i><b>Accounting terminology</b></i> is demonstrated.<br>1.2 Vocabulary using accounting terminology is demonstrated.   |
| 2. Express written and verbal instructions in English             | 2.1 Written instruction in English is demonstrated according to workplace standard.<br>2.2 Listening and responding to <i><b>instructions / queries</b></i> in English is demonstrated according to workplace standard.   |
| 3. Show written correspondence in English for accounting business | 3.1 Responding in English using accounting terminology to particular tasks / queries in written format is demonstrated.<br>3.2 Writing a forwarding letter in English expressing the interest to do a particular job is demonstrated.   |
| <b>Range of Variables</b>   |   |
| <b>Variable</b>   | <b>Range</b> (May include but not limited to)   |
| 1. Accounting terminology   | 1.1 Asset, liability, revenue, expense and equity<br>1.2 Debit<br>1.3 Credit<br>1.4 Ledger<br>1.5 Trial balance<br>1.6 Final account  |

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|  | 1.7 Bank reciliation<br>1.8 Payable and receivables<br>1.9 Debtor<br>1.10 Creditor<br>1.11 Petty cash   |
| 2. Instructions / queries  | 2.1 Job Instructions from local (visible) clients<br>2.2 Instructions from outsourcing clients (Sites)<br>2.3 Accounting related enquiry<br>2.4 Instructions from assessment paper  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 used accounting terminology;<br>1.2 expressed ability to understand written and verbal instructions in English; and<br>1.3 responded in English using accounting terminology to a particular task / queries in written format.   |
| 2. Underpinning knowledge  | 2.1 Conceptual framework for financial reporting (Asset, liability, revenue, expense, and equity)<br>2.2 Source document.<br>2.3 Bookkeeping system.<br>2.4 Double entry.<br>2.5 Accounting terminology<br>2.6 Usages of formal English.<br>2.7 Communication etiquette.  |
| 3. Underpinning skills   | 3.1 Listening and understanding instructions in English.<br>3.2 Reading and understanding instructions in English.<br>3.3 Communicating with the clients.<br>3.4 Transferring information.<br>3.5 Using accounting terminology.   |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Environmental concerns.<br>4.5 Eagerness to learn.<br>4.6 Tidiness and timeliness.<br>4.7 Respect for the rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |

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| 5. Resource implication   | <p>Following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, and physical facilities required to perform the activities;</p> <p>5.3 materials and consumables related to activities; and</p> <p>5.4 relevant drawings, manuals, charts, and diagrams.</p> |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>   |
| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training centre or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>  |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |  |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>                 | <b>Maintain Petty Cash</b>   |
| <b>Unit Code</b>                  | <b>ICTCAS4002A1</b>  |
| <b>Unit Descriptor</b>            | This unit covers the knowledge, skills and attitudes required to maintain petty cash. It includes collecting petty cash, maintaining petty cash book, and disbursing cash.   |
| <b>Nominal Hours</b>              | <b>15 Hours</b>  |
| <b>Elements of Competency</b>     | <b>Performance Criteria</b><br><i><b>Bold &amp; italicized</b></i> terms are elaborated in the Range of Variables  |
| 1. Collect petty cash             | 1.1 Money requisition form is filled as per organizational policy.<br>1.2 Requisition amount is verified from appropriate authority.<br>1.3 Requisition amount approval is collected from authority.<br>1.4 Cash is received from account.   |
| 2. Maintain petty cash/ cash book | 2.1 Petty cash book is opened in <b><i>accounting software</i></b> .<br>2.2 Received amount is recorded in petty cash book and accounting software.<br>2.3 Disbursed amount is recorded in petty cash book and accounting software.<br>2.4 Opening and closing balance are maintained.<br>2.5 Petty cash book/ cash book is reconciled with cash book regular. |
| 3. Disburse cash                  | 3.1 Requisition/bill is received.<br>3.2 Received bills approval is verified as per organization policy.<br>3.3 Cash is paid to the concerned person.<br>3.4 Receiving signature is collected from receiver.   |
| <b>Range of Variables</b>         |  |
| <b>Variable</b>                   | <b>Range</b> (may include but not limited to):   |



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| 1. Accounting software   | 1.1 QuickBooks<br>1.2 XERO<br>1.3 Tally<br>1.4 miaccounts<br>1.5 Wave   |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, and recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 recorded received amount in petty cash book and accounting software;<br>1.2 maintained opening and closing balance; and<br>1.3 verified received bills approvals.  |
| 2. Underpinning knowledge  | 2.1 Bookkeeping system.<br>2.2 Double entry.<br>2.3 Petty cash.<br>2.4 Relevant ledger.<br>2.5 Reconciliation process.<br>2.6 Opening and closing balance.  |
| 3. Underpinning skills   | 3.1 Filling money requisition form.<br>3.2 Collecting requisition amount approval.<br>3.3 Recording received amount in petty cash book and accounting software.<br>3.4 Maintaining opening and closing balance.<br>3.5 Reconciling petty cash book regularly.<br>3.6 Collecting receiving signature from receiver.                                    |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |

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| 5. Resources implication  | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities;</p> <p>5.3 materials and consumables related to activities; and</p> <p>5.4 relevant drawings, manuals, charts and diagrams.</p> |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration / role play;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>  |
| 7. Context for assessment | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>   |

#### **Accreditation Requirements**

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>  | <b>Perform Receivable and Payable Activities</b>  |
| <b>Unit Code</b>   | <b>ICTCAS4003A1</b>   |
| <b>Unit Descriptor</b>   | This unit covers the knowledge, skills and attitudes required to perform receivable and payable activities. It includes comprehending credit policy and performing customer due diligence, entering customer specific credit limit, preparing aged debtor and creditor list, correspondence with credit customer, collection of receivables, payment of payable and record keeping. |
| <b>Nominal Hours</b>   | <b>60 Hours</b>   |
| <b>Elements of Competency</b>                                  | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables   |
| 1. Comprehend credit policy and perform customer due diligence | 1.1 Organization credit policy is identified and interpreted.<br>1.2 Customer profile is created as per policy.<br>1.3 Customer's required <b><i>information</i></b> is collected.<br>1.4 Collected information are checked and verified.<br>1.5 Approval is obtained from appropriate authority.<br>1.6 Credit customer account is created in <b><i>accounting software</i></b> .  |
| 2. Enter customer specific credit limit                        | 2.1 Initial credit limit is obtained from higher authority.<br>2.2 Credit limit and initial credit limit tenure are inputted into the software considering customer profile.  |
| 3. Prepare aged debtor and creditor list                       | 3.1 Aged debtor and creditor list is generated from software.<br>3.2 Information is reported to the designated authority.   |
| 4. Correspondence with credit customer                         | 4.1 Soft reminder to the credit customer is issued through communication media.<br>4.2 Formal letter is issued to the overdue credit customer according to the organization policy.<br>4.3 In the case of bounced cheque, customer should be notified immediately for re-issue.   |

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| 5. Collection of receivables  | 5.1 Money receipt is prepared in respect to the amount received.<br>5.2 Received amount is checked with invoice.<br>5.3 Cheque / cash is deposited to the bank.<br>5.4 Bounced cheque information is notified to the authority.  |
| 6. Payment of payable   | 6.1 Aged creditor list is analyzed.<br>6.2 Sequence of payment is identified as per requirement.<br>6.3 Approval is taken from management for either full or partial clearance of payment.<br>6.4 Payment is made through bank with acknowledgement.   |
| 7. Record keeping   | 7.1 Received amount is posted into the accounting software.<br>7.2 Reversed entry is posted in the system if the cheque bounces.<br>7.3 Bad debt entry is posted if the amount is irrecoverable.<br>7.4 Necessary entries for payable are posted in the book of account.   |
| <b>Range of Variables</b>   |  |
| <b>Variable</b>   | <b>Range</b> (may include but not limited to):   |
| 1. Information  | 1.1 Name<br>1.2 Address<br>1.3 Types of business<br>1.4 Trade license<br>1.5 E- TIN<br>1.6 E- BIN<br>1.7 Reference   |
| 2. Accounting software  | 2.1 QuickBooks<br>2.2 XERO<br>2.3 Tally<br>2.4 miaccounts<br>2.5 Wave  |
| <b>Evidence Guide</b>   |  |
| The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |  |
| 1. Critical aspect of competency  | Assessment required evidences that the candidate:<br>1.1 interpreted organization credit policy;<br>1.2 created customer account in accounting software;<br>1.3 inputted credit limit into the software considering customer profile;<br>1.4 generated aged debtor and creditor list;<br>1.5 identified sequence of payment; and |

|                           |  |
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|                           | 1.6 posted received amount and entries for payable into the accounting software.   |
| 2. Underpinning knowledge | 2.1 Customer's required information.<br>2.2 Credit customer account creating process.<br>2.3 Software operation techniques.<br>2.4 Initial credit limit.<br>2.5 Aged debtor and creditor list generation process.<br>2.6 Double entry bookkeeping – provisioning, journal.<br>2.7 Overdue credit customer.<br>2.8 Sequence of payment.<br>2.9 Bad debt policy and determination techniques.  |
| 3. Underpinning skills    | 3.1 Checking and verifying customer information.<br>3.2 Creating credit customer account.<br>3.3 Obtaining initial credit limit.<br>3.4 Generating aged debtor and creditor list.<br>3.5 Issuing formal letter to the overhead credit customer.<br>3.6 Checking received amount with invoice.<br>3.7 Analyzing aged creditor list.<br>3.8 Posting received amount and payable entries.<br>3.9 Posting reversed and bad debt entries. |
| 4. Required attitudes     | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communicate with peers and seniors at workplace.  |
| 5. Resource implication   | The following resources must be available:<br>5.1 workplace (actual or simulated);<br>5.2 relevant tools, physical facilities required to perform the activities; and<br>5.3 materials and consumables related to activities.  |
| 6. Methods of assessment  | Methods of assessment may include but not limited to:<br>6.1 written test;<br>6.2 demonstration;<br>6.3 oral questioning; and<br>6.4 portfolio.  |

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| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module.</p> <p>7.2 Assessment should be done by BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |  |

## National Technical and Vocational Qualifications Framework for Bangladesh Unit of Competency

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| <b>Unit Title</b>             | <b>Perform Financial Recordkeeping and Reporting</b>   |
| <b>Unit Code</b>              | <b>ICTCAS4004A1</b>  |
| <b>Unit Descriptor</b>        | This unit covers the knowledge, skills and attitudes required to perform financial recordkeeping and reporting. It includes comprehending transaction, posting necessary entries, preparing ledger, trail balance, final account, performing bank reconciliation and preparing report.   |
| <b>Nominal Hours</b>          | <b>90 Hours</b>  |
| <b>Elements of Competency</b> | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Comprehend transaction     | 1.1 Accounting equation is interpreted.<br>1.2 Required source documents are collected.<br>1.3 <b><i>Nature of transactions</i></b> are identified.<br>1.4 Transactions are classified based on transaction nature.<br>1.5 Transactions are posted into the respective books of prime entry.<br>1.6 <b><i>Types of discounts</i></b> is interpreted. |
| 2. Post necessary entries     | 2.1 Debit and credit sides are identified for each transaction.<br>2.2 <b><i>Accounting software</i></b> is opened.<br>2.3 Transactions are posted by using debit, credit and journal voucher.   |
| 3. Prepare ledger             | 3.1 Transactions are posted manually according to the <b><i>ledger type</i></b> .<br>3.2 Closing balance is determined.  |
| 4. Prepare trail balance      | 4.1 Closing balance from the ledger are posted accordingly the debit and credit side of the trail balance.<br>4.2 Debit and credit side balance are ensured.<br>4.3 Suspense entry is made if debit and credit balance are not equal.  |

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|  | 4.4 Reasons for mismatch are identified.<br>4.5 Rectify journal entries are posted.  |
| 5. Prepare financial statements /reports | 5.1 <b>Complete set of financial statement</b> is stated.<br>5.2 Profit and loss/income statement is prepared as per IAS/IFRS.<br>5.3 Statement of financial position / balance sheet is prepared as per IAS/IFRS.<br>5.4 Cash flow statement is prepared as per IAS/IFRS. |
| 6. Perform bank reconciliation           | 6.1 Monthly bank statement is collected.<br>6.2 Monthly bank statement is matched with bank book/ ledger.<br>6.3 Bank charges and interest are posted in the bank book.<br>6.4 Bank reconciliation statement is prepared.  |
| 7. Prepare reports                       | 7.1 Forecasting and fund requisition are prepared.<br>7.2 Budget vs actual report is prepared.<br>7.3 Doner report is prepared as per doner format.  |
| <b>Range of Variables</b>                |  |
| <b>Variable</b>                          | <b>Range</b> (may include but not limited to):   |
| 1. Nature of transactions                | 1.1 Cash<br>1.2 Credit<br>1.3 Sales return<br>1.4 Purchase return<br>1.5 Petty cash<br>1.6 Miscellaneous<br>1.7 Correction of error<br>1.8 Yearend adjustment  |
| 2. Types of discounts                    | 2.1 Cash discount<br>2.2 Trade discount  |
| 3. Accounting software                   | 3.1 QuickBooks<br>3.2 XERO<br>3.3 Tally<br>3.4 miaccounts<br>3.5 Wave  |
| 4. Ledger type                           | 4.1 General / nominal<br>4.2 Personal/ individual  |
| 5. Complete set of financial statements  | 5.1 Profit and loss/income statement<br>5.2 Statement of financial position / balance sheet<br>5.3 Cash flow statement   |



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|  | 5.4 Statement of changes in equity<br>5.5 Notes to the financial statements  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |  |
| 1. Critical aspect of competency   | Assessment required evidences that the candidate:<br>1.1 identified accounting equation and nature of transaction;<br>1.2 posted transaction by using debit, credit and journal voucher;<br>1.3 posted transaction manually according to ledger type;<br>1.4 made suspense entry, if debit and credit balance are not equal;<br>1.5 prepared final account; and<br>1.6 prepared bank reconciliation statement.                       |
| 2. Underpinning knowledge  | 2.1 Accounting equation<br>2.2 Debit, credit and journal voucher.<br>2.3 Type of discount<br>2.4 Charts of account<br>2.5 Closing balance determination process.<br>2.6 Suspense entry<br>2.7 Required source documents<br>2.8 Cash flow forecasting techniques<br>2.9 Preparation process of profit and loss statement, balance sheet and cash flow statement.<br>2.10 Contra accounts.<br>2.11 Type of financial statement report. |
| 3. Underpinning skills   | 3.1 Identifying nature of transaction.<br>3.2 Posting transaction by using debit, credit and journal voucher.<br>3.3 Preparing cash flow statement<br>3.4 Preparing bank reconciliation statement.<br>3.5 Preparing balance sheet.<br>3.6 Preparing income statement.<br>3.7 Preparing doner report.   |

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| 4. Required attitudes   | <p>4.1 Commitment to occupational safety and health.</p> <p>4.2 Promptness in carrying out activities.</p> <p>4.3 Sincere and honest to duties.</p> <p>4.4 Eagerness to learn.</p> <p>4.5 Tidiness and timeliness.</p> <p>4.6 Environmental concerns.</p> <p>4.7 Respect for rights of peers and seniors at workplace.</p> <p>4.8 Communicate with peers and seniors at workplace.</p> |
| 5. Resource implication   | <p>The following resources must be available:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities; and</p> <p>5.3 materials and consumables related to activities.</p>   |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>   |
| 7. Context of assessment  | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module.</p> <p>7.2 Assessment should be done by BTEB certified assessor.</p>   |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |  |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

|                               |   |
|-------------------------------|---|
| <b>Unit Title</b>             | <b>Prepare and Manage Payroll</b>   |
| <b>Unit Code</b>              | <b>ICTCAS4005A1</b>   |
| <b>Unit Descriptor</b>        | This unit covers the knowledge, skills and attitudes required to prepare payroll. It includes comprehending law, preparing salary statement, disbursing salary and performing record keeping.   |
| <b>Nominal Hours</b>          | <b>30 Hours</b>   |
| <b>Elements of Competency</b> | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables   |
| 1. Comprehend law             | 1.1 Organization human resources policy is interpreted.<br>1.2 Compliance related provision of labour law is identified.<br>1.3 Income tax law related to salary income is interpreted.   |
| 2. Prepare salary statement   | 2.1 Employment contract or offer letter is collected.<br>2.2 <b><i>Components of salary</i></b> are determined.<br>2.3 Salary is calculated as per policy and law.  |
| 3. Disburse salary            | 3.1 Approval of salary statement is collected from designated authority.<br>3.2 Remittance advice / bank transfer advice/ cheque is prepared.<br>3.3 Pay slips for individual employees is prepared and shared.<br>3.4 Deducted TDS (Tax deduction at Sources) is deposited to the government treasury. |
| 4. Perform record keeping     | 4.1 <b><i>Salary documents</i></b> are preserved in the salary file.<br>4.2 Salary entry is posted in the account using accounting software.  |
| <b>Range of Variables</b>     |   |
| <b>Variable</b>               | <b>Range</b> (may include but not limited to):  |

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| 1. Components of salary  | 1.1 Monthly gross salary<br>1.2 Monthly basic salary<br>1.3 House rent allowance<br>1.4 Medical allowance<br>1.5 Conveyance allowance<br>1.6 Festival allowance<br>1.7 Contributory provided fund<br>1.8 Gratuity fund<br>1.9 Miscellaneous allowance  |
| 2. Salary documents  | 2.1 Employment contract<br>2.2 Salary statement<br>2.3 Bank transfer advice<br>2.4 Cheque copy<br>2.5 Pay slip   |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |  |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 identified compliance related provision of labour law;<br>1.2 interpreted organization human resources policy and income tax law;<br>1.3 calculated salary as per policy and law;<br>1.4 collected approval of salary statement; and<br>1.5 posted salary entry in the account. |
| 2. Underpinning knowledge  | 2.1 Compliance related provision of labour law.<br>2.2 Income tax law related to salary income.<br>2.3 Components of salary.<br>2.4 Pay slips for individual employees.<br>2.5 Salary documents.   |
| 3. Underpinning skills   | 3.1 Identifying compliance related provision of labour law.<br>3.2 Following income tax law related to salary income.<br>3.3 Determining components of salary.<br>3.4 Calculating salary.<br>3.5 Preparing remittance advice / bank transfer advice/ cheque.<br>3.6 Posting salary entry into the account.                               |

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| 4. Required attitudes   | <p>4.1 Commitment to occupational safety and health.</p> <p>4.2 Promptness in carrying out activities.</p> <p>4.3 Sincere and honest to duties.</p> <p>4.4 Eagerness to learn.</p> <p>4.5 Tidiness and timeliness.</p> <p>4.6 Environmental concerns.</p> <p>4.7 Respect for rights of peers and seniors at workplace.</p> <p>4.8 Communication with peers and seniors at workplace.</p> |
| 5. Resources implication  | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities; and</p> <p>5.3 materials and consumables related to activities.</p>  |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration / role play;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>   |
| 7. Context for assessment   | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>  |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |  |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>                                  | <b>Perform Inventory Management Activities</b>  |
| <b>Unit Code</b>                                   | <b>ICTCAS4006A1</b>   |
| <b>Unit Descriptor</b>                             | This unit covers the knowledge, skills and attitudes required to manage inventory. It includes comprehending inventory policy and source document, preparing inventory register and verifying inventories.  |
| <b>Nominal Hours</b>                               | <b>30 Hours</b>   |
| <b>Elements of Competency</b>                      | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables   |
| 1. Comprehend inventory policy and source document | 1.1 Inventory related organization policy is identified and interpreted.<br>1.2 <b><i>Type of inventory</i></b> is identified and classified.<br>1.3 <b><i>Sources document</i></b> for inventory is identified.  |
| 2. Prepare inventory register                      | 2.1 Template is prepared with appropriate heads for each type of inventory.<br>2.2 Inventories are located and counted.<br>2.3 Related information about product price is identified.<br>2.4 Assistance is provided to tag the inventories using barcode.<br>2.5 Inventory information's are entered into the register. |
| 3. Verify inventories                              | 3.1 Initial inventory verification is performed before audit.<br>3.2 Initial findings are reported to the management.<br>3.3 Assistance is provided to the inventory audit team.  |
| <b>Range of Variables</b>                          |   |
| <b>Variable</b>                                    | <b>Range</b> (may include but not limited to):  |
| 1. Type of inventory                               | 1.1 Raw material<br>1.2 Work-in progress<br>1.3 Finished goods<br>1.4 Packaging material<br>1.5 Store and office supplies   |

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| 2. Sources document  | 2.1 Purchase invoice<br>2.2 Goods / material receive note<br>2.3 Goods/ material requisition /dispatch note<br>2.4 Return note<br>2.5 Credit note<br>2.6 Debit note   |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 identified and interpreted inventory related organization policy;<br>1.2 classified type of inventory;<br>1.3 identified sources document;<br>1.4 entered inventory information into the register;<br>1.5 performed initial inventory.   |
| 2. Underpinning knowledge  | 2.1 Concept of FIFO and AVCO.<br>2.2 Concept of LIFO and its usages status.<br>2.3 Usages of spreadsheet.<br>2.4 Types of inventories.<br>2.5 Relevant sources document.<br>2.6 Use of barcode reader and printer.<br>2.7 Templates of inventories.   |
| 3. Underpinning skills   | 3.1 Classifying type of inventory.<br>3.2 Preparing templates.<br>3.3 Entering inventory information.<br>3.4 Performing initial verification.   |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |

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| 5. Resources implication  | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities; and</p> <p>5.3 materials and consumables related to activities.</p> |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration / role play;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>  |
| 7. Context for assessment   | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>                           |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |   |



## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>             | <b>Maintain Assets Register</b>  |
| <b>Unit Code</b>              | <b>ICTCAS4007A1</b>  |
| <b>Unit Descriptor</b>        | This unit covers the knowledge, skills and attitudes required to maintain assets register. It includes comprehending asset policy, preparing register, calculating depreciation, verifying asset and disposing asset.  |
| <b>Nominal Hours</b>          | <b>15 Hours</b>  |
| <b>Elements of Competency</b> | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Comprehend asset policy    | 1.1 Asset and depreciation related organization policy is identified and interpreted.<br>1.2 <b><i>Type of non-current</i></b> asset is identified and classified.<br>1.3 Sources document for asset is identified.  |
| 2. Prepare register           | 2.1 <b><i>Software</i></b> is selected as per organization policy.<br>2.2 Template is prepared with appropriate <b><i>heads</i></b> for each type of asset.<br>2.3 Assets are identified and counted.<br>2.4 Asset price related information is identified.<br>2.5 Asset related information's are entered into the register as per company procedure.<br>2.6 Assistance is provided to tag the asset using barcode. |
| 3. Calculate depreciation     | 3.1 Depreciation rate is identified according to the asset classification and NBR rules (schedule 3).<br>3.2 Depreciation is calculated according to the asset classification.<br>3.3 Depreciation amount is posted into the books of accounts.  |
| 4. Verify asset               | 4.1 Initial asset verification is performed before audit.<br>4.2 Initial findings are reported to the management.<br>4.3 Assistance is provided to audit team.   |

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| 5. Dispose asset  | 5.1 Disposable assets are identified and reported to management.<br>5.2 Approval is taken from designated authority.<br>5.3 Necessary entries are posted in the books of accounts after disposal.   |
| <b>Range of Variables</b>   |   |
| <b>Variable</b>   | <b>Range</b> (may include but not limited to):  |
| 1. Type of non-current asset  | 1.1 Land and building<br>1.2 Plant and machineries<br>1.3 Furniture<br>1.4 Fixture and fittings<br>1.5 Computer and equipment<br>1.6 Vehicle<br>1.7 Electrical installation   |
| 2. Heads  | 2.1 Serial no<br>2.2 Type of asset<br>2.3 Name<br>2.4 Classification<br>2.5 Id no<br>2.6 Purchase date<br>2.7 Supplier<br>2.8 Purchase price<br>2.9 Department<br>2.10 Location<br>2.11 Depreciation rate<br>2.12 Depreciation for the year<br>2.13 Book value<br>2.14 Expected economic life<br>2.15 Custodian |
| <b>Evidence Guide</b>   |   |
| The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency   | Assessment required evidences that the candidate:<br>1.1 identified and classified type of non-current asset;<br>1.2 identified asset price related information;<br>1.3 identified depreciation rate;<br>1.4 calculated depreciation; and<br>1.5 performed initial asset verification.                          |
| 2. Underpinning knowledge   | 2.1 Depreciation method.<br>2.2 Asset classification.<br>2.3 Heads of each type of asset.<br>2.4 Schedule 3 of income tax ordinance.<br>2.5 Calculation procedure of asset.   |

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| 3. Underpinning skills   | 3.1 Classifying types of non-current asset.<br>3.2 Preparing templet with appropriate heads.<br>3.3 Counting asset.<br>3.4 Entering asset related information into register.<br>3.5 Identifying depreciation rate.<br>3.6 Calculating depreciation.<br>3.7 Performing initial audit.<br>3.8 Posting entries into the books of accounts.               |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |
| 5. Resources implication   | The following resources must be provided:<br>5.1 workplace (actual or simulated);<br>5.2 relevant tools, physical facilities required to perform the activities; and<br>5.3 materials and consumables related to activities.  |
| 6. Methods of assessment   | Methods of assessment may include but not limited to:<br>6.1 written test;<br>6.2 demonstration / role play;<br>6.3 oral questioning; and<br>6.4 portfolio.   |
| 7. Context for assessment  | 7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.<br>7.2 Assessment should be done by a BTEB certified assessor.  |
| <b>Accreditation Requirements</b><br>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB. |   |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>             | <b>Perform Income Tax Related Activities</b>   |
| <b>Unit Code</b>              | <b>ICTCAS5008A1</b>  |
| <b>Unit Descriptor</b>        | This unit covers the knowledge, skills and attitudes required to manage income tax. It includes comprehending tax, calculating individual tax, corporate tax and preparing and submitting document.  |
| <b>Nominal Hours</b>          | <b>90 Hours</b>  |
| <b>Elements of Competency</b> | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Comprehend tax             | 1.1 Principle of Tax is comprehended.<br>1.2 Income tax ordinance – 1984 is interpreted.<br>1.3 Income tax rules 1987 is identified and interpreted.<br>1.4 Updated with finance act and Statuary Regulatory Order (SRO) is identified and interpreted.<br>1.5 <b><i>Types of tax return</i></b> are identified and interpreted. |
| 2. Calculate individual tax   | 2.1 <b><i>Heads of income</i></b> are identified.<br>2.2 Taxable income is calculated according to the law and SRO.<br>2.3 Rebatale investment is identified.<br>2.4 Tax rebate is calculated.<br>2.5 Tax liability is calculated.<br>2.6 Tax is deposited into government treasury.   |
| 3. Calculate corporate tax    | 3.1 Allowable and disallowed expenses with limit are identified.<br>3.2 Rate of TDS is identified as per law.<br>3.3 Rebatale investment is identified<br>3.4 Tax Deduction at Source (TDS) is calculated using ETDS portal.<br>3.5 Tax liability is calculated.<br>3.6 Deducted TDS is deposited to government treasury.        |

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| 4. Prepare and submit document  | <p>4.1 <b>Document of individual income</b> and <b>rebate</b> is preserved.</p> <p>4.2 TDS document is preserved for business.</p> <p>4.3 Income tax return is prepared for individual and corporate though manually and using computer application.</p> <p>4.4 <b>Return of TDS</b> is prepared and submitted.</p> |
| <b>Range of Variables</b>   |   |
| <b>Variable</b>   | <b>Range</b> (may include but not limited to):  |
| 1. Types of tax return  | <p>1.1 Corporate</p> <p>1.2 Individual</p>  |
| 2. Heads of income  | <p>2.1 Salary</p> <p>2.2 House property</p> <p>2.3 Interest on security</p> <p>2.4 Agricultural income</p> <p>2.5 Income from business or profession</p> <p>2.6 Income from capital gain</p> <p>2.7 Income from other sources</p>   |
| 3. Document of individual income  | <p>3.1 E -TIN</p> <p>3.2 Proof of salary (salary certificate)</p> <p>3.3 Bank statement</p> <p>3.4 Certificate of income from interest on security</p> <p>3.5 Other deed and contract</p>   |
| 4. Rebate   | <p>4.1 Life insurance premium</p> <p>4.2 Proof of DPS</p> <p>4.3 Saving certificate</p> <p>4.4 BO account statement</p> <p>4.5 Proof of donation to approved organization</p>   |
| 5. Return of TDS  | <p>5.1 House rent</p> <p>5.2 Consultancy fee/ honorarium</p> <p>5.3 Technical assistance fee</p> <p>5.4 Bill of contract</p>  |
| <b>Evidence Guide</b>   |   |
| The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency   | <p>Assessment required evidences that the candidate:</p> <p>1.1 interpreted income tax rules, ordinance and SRO;</p> <p>1.2 calculated individual taxable income and liability;</p>   |

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|                           | 1.3 identified allowable and disallowable expenses;<br>1.4 identified rate of TDS; and<br>1.5 prepared income tax return for individual and corporate.  |
| 2. Underpinning knowledge | 2.1 Principle of tax.<br>2.2 Types of tax return.<br>2.3 Head of income tax.<br>2.4 Calculating procedure of individual tax.<br>2.5 Calculating procedure of corporate tax.<br>2.6 ETDS software.<br>2.7 Document of individual income and redte.<br>2.8 Return of TDS.   |
| 3. Underpinning skills    | 3.1 Identifying income tax ordinance and rules.<br>3.2 Identifying types of tax.<br>3.3 Calculating taxable income, rebate and tax liabilities.<br>3.4 Calculating TDS.<br>3.5 preserving documents and rebate.<br>3.6 preparing and submitting return of TDS.  |
| 4. Required attitudes     | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |
| 5. Resources implication  | The following resources must be provided:<br>5.1 workplace (actual or simulated);<br>5.2 relevant tools, physical facilities required to perform the activities; and<br>5.3 materials and consumables related to activities.  |
| 6. Methods of assessment  | Methods of assessment may include but not limited to:<br>6.1 written test;<br>6.2 demonstration / role play;<br>6.3 oral questioning; and<br>6.4 portfolio.   |

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| 7. Context for assessment   | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |   |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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| <b>Unit Title</b>   | <b>Perform VAT Related Activities</b>   |
| <b>Unit Code</b>  | <b>ICTCAS5009A1</b>   |
| <b>Unit Descriptor</b>  | This unit covers the knowledge, skills and attitudes required to manage VAT. It includes comprehending VAT issues, calculating VAT, performing record keeping and preparing report.   |
| <b>Nominal Hours</b>  | <b>90 Hours</b>   |
| <b>Elements of Competency</b>   | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables   |
| 1. Comprehend VAT issues  | 1.1 Principle of VAT is comprehended.<br>1.2 VAT Act – 2012 is interpreted.<br>1.3 Updated finance act and Statuary Regulatory Order (SRO) is identified and interpreted.<br>1.4 Industry specific VAT application is determined. |
| 2. Calculate VAT  | 2.1 Invoice/ VAT challan is collected from vendor.<br>2.2 VAT is calculated as per law.<br>2.3 Deducted VAT is submitted into government treasury according to the law.   |
| 3. Perform record keeping   | 3.1 VAT challan is preserved.<br>3.2 VAT register is maintained.<br>3.3 VAT deduction certificate is prepared.<br>3.4 Transactions are posted into the <b><i>books of accounts</i></b> .  |
| 4. Prepare report   | 4.1 VAT return is prepared and submitted to NBR.<br>4.2 Monthly VAT report is generated using prescribed format, preserved and submitted to NBR.  |
| <b>Range of Variables</b>   |   |
| <b>Variable</b>   | <b>Range</b> (may include but not limited to):  |
| 1. Books of accounts  | 1.1 VAT register<br>1.2 VAT ledger  |
| <b>Evidence Guide</b>   |   |
| The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |



|                                   |   |
|-----------------------------------|---|
| 1. Critical aspects of competency | <p>Assessment required evidences that the candidate:</p> <ol style="list-style-type: none"> <li>1.1 interpreting updated with finance act and Statuary Regulatory Order (SRO);</li> <li>1.2 calculated VAT;</li> <li>1.3 maintained VAT register;</li> <li>1.4 prepared VAT deduction certificate; and</li> <li>1.5 generated monthly VAT report.</li> </ol>  |
| 2. Underpinning knowledge         | <ol style="list-style-type: none"> <li>2.1 VAT Act – 2012.</li> <li>2.2 Industry specific VAT application.</li> <li>2.3 Vat calculation process.</li> <li>2.4 VAT certificate.</li> </ol>   |
| 3. Underpinning skills            | <ol style="list-style-type: none"> <li>3.1 Determining industry specific VAT application.</li> <li>3.2 Calculating VAT.</li> <li>3.3 Preserved VAR challan.</li> <li>3.4 Maintained VAT register.</li> <li>3.5 Posting transaction into the books of accounts.</li> <li>3.6 Generating monthly VAT report.</li> </ol>   |
| 4. Required attitudes             | <ol style="list-style-type: none"> <li>4.1 Commitment to occupational safety and health.</li> <li>4.2 Promptness in carrying out activities.</li> <li>4.3 Sincere and honest to duties.</li> <li>4.4 Eagerness to learn.</li> <li>4.5 Tidiness and timeliness.</li> <li>4.6 Environmental concerns.</li> <li>4.7 Respect for rights of peers and seniors at workplace.</li> <li>4.8 Communication with peers and seniors at workplace.</li> </ol> |
| 5. Resources implication          | <p>The following resources must be provided:</p> <ol style="list-style-type: none"> <li>5.1 workplace (actual or simulated);</li> <li>5.2 relevant tools, physical facilities required to perform the activities; and</li> <li>5.3 materials and consumables related to activities.</li> </ol>  |
| 6. Methods of assessment          | <p>Methods of assessment may include but not limited to:</p> <ol style="list-style-type: none"> <li>6.1 written test;</li> <li>6.2 demonstration / role play;</li> <li>6.3 oral questioning; and</li> <li>6.4 portfolio.</li> </ol>   |

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| 7. Context for assessment   | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |   |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

|                                       |   |
|---------------------------------------|---|
| <b>Unit Title</b>                     | <b>Use Accounting Software</b>  |
| <b>Unit Code</b>                      | <b>ICTCAS5010A1</b>   |
| <b>Unit Descriptor</b>                | This unit covers the knowledge, skills and attitudes required to implement new accounting software. It includes identifying software, posting entries and generating reports.                       |
| <b>Nominal Hours</b>                  | <b>60 Hours</b>   |
| <b>Elements of Competency</b>         | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables   |
| 1. Prepare to use accounting software | 1.1 <b><i>Accounting software</i></b> are identified and selected.<br>1.2 Features of the software are interpreted.<br>1.3 Financial data including opening balance is provided to software vendor. |
| 2. Post entries                       | 2.1 Payments are posted in the software through debit voucher.<br>2.2 Receipts are posted in software through credit voucher.<br>2.3 Other entries are posted in software through journal voucher   |
| 3. Generate report                    | 3.1 Trail balance is generated.<br>3.2 Income statement is generated.<br>3.3 Balance sheet is generated.  |
| <b>Range of Variables</b>             |   |
| <b>Variable</b>                       | <b>Range</b> (may include but not limited to):  |
| 1. Accounting software                | 1.1 QuickBooks<br>1.2 XERO<br>1.3 Tally<br>1.4 mi accounts<br>1.5 Wave  |

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| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 interpreted features of software;<br>1.2 posted entries; and<br>1.3 generating report.   |
| 2. Underpinning knowledge  | 2.1 Usages of spreadsheet.<br>2.2 Feature of accounting software.<br>2.3 Relevant payment entries.<br>2.4 Relevant receipts and other entries.  |
| 3. Underpinning skills   | 3.1 Identifying features of software.<br>3.2 Posting payments through debit voucher.<br>3.3 Posting receipts through credit voucher.<br>3.4 Posting other entries.<br>3.5 Generating income statement and balance sheet.<br>3.6 Preparing trail balance.  |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |
| 5. Resources implication   | The following resources must be provided:<br>5.1 workplace (actual or simulated);<br>5.2 relevant tools, physical facilities required to perform the activities; and<br>5.3 materials and consumables related to activities.  |
| 6. Methods of assessment   | Methods of assessment may include but not limited to:<br>6.1 written test;<br>6.2 demonstration / role play;<br>6.3 oral questioning; and<br>6.4 portfolio.   |

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| 7. Context for assessment   | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p> |
| <p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the national quality assurance body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p> |   |

## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

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|--------------------------------------|--|
| <b>Unit Title</b>                    | <b>Assist to Prepare Budget</b>  |
| <b>Unit Code</b>                     | <b>ICTCAS5011A1</b>  |
| <b>Unit Descriptor</b>               | This unit covers the knowledge, skills and attitudes required to assist to prepare budget. It includes assisting to develop budget template, gathering data, compiling and preparing draft budget, disseminating approved budget and preparing budget variance report. |
| <b>Nominal Hours</b>                 | <b>30 Hours</b>  |
| <b>Elements of Competency</b>        | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Assist to develop budget template | 1.1 <b><i>Type of budget</i></b> is identified and interpreted.<br>1.2 Templates are prepared for functional departments and for master budget.  |
| 2. Collect data                      | 2.1 Budget templates are shared with respective functional departments.<br>2.2 Related queries are responded for data collection.<br>2.3 Completed templates are collected.  |
| 3. Compile and prepare draft budget  | 3.1 Departmental/ functional budgets are aggregated into <b><i>master budget</i></b> .<br>3.2 Reference from previous statement of financial position is incorporated into the master budget.  |
| 4. Share approved budget             | 4.1 Draft budget is presented to designated authority.<br>4.2 Amendments are incorporated as per instruction from the designated authority.<br>4.3 Approved budget is communicated with the functional department.   |
| 5. Prepare budget variance report    | 5.1 Actual financial data is collected as per schedule.<br>5.2 Budget and actual data is compared.<br>5.3 performance / Variance report is prepared and submitted as per organization policy.  |
| <b>Range of Variables</b>            |  |

| Variable   | Range (may include but not limited to):   |
|--|---|
| 1. Type of budget  | 1.1 Static / fixed / planning<br>1.2 Flexible<br>1.3 Incremental<br>1.4 Activity<br>1.5 Revised<br>1.6 Zero based<br>1.7 Rolling  |
| 2. Master budget   | 2.1 Profit and loss/income statement<br>2.2 Statement of financial position<br>2.3 Cash flow  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 preparing templates for functional departments and for master budget;<br>1.2 collected completed data;<br>1.3 aggregated departmental budget into master budget;<br>1.4 incorporated amendments;<br>1.5 compared budget and actual data.   |
| 2. Underpinning knowledge  | 2.1 Usages of spreadsheet (excel / google sheet)<br>2.2 Type of budget and master budget.<br>2.3 Required financial statement<br>2.4 Departmental activity  |
| 3. Underpinning skills   | 3.1 Identifying type of budget.<br>3.2 Preparing templates for budget preparation.<br>3.3 Collecting completed templates.<br>3.4 Aggregating departmental budget into master budget.<br>3.5 Incorporating amendments.<br>3.6 Preparing variance report.   |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |

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|---------------------------|---|
| 5. Resources implication  | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities; and</p> <p>5.3 materials and consumables related to activities.</p> |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration / role play;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>  |
| 7. Context for assessment | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>                           |

#### **Accreditation Requirements**

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## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

|                               |  |
|-------------------------------|--|
| <b>Unit Title</b>             | <b>Calculate Product Cost</b>  |
| <b>Unit Code</b>              | <b>ICTCAS5012A1</b>  |
| <b>Unit Descriptor</b>        | This unit covers the knowledge, skills and attitudes required to calculate product cost. It includes classifying cost, preparing cost card, performing cost bookkeeping and preparing costing report.  |
| <b>Nominal Hours</b>          | <b>45 Hours</b>  |
| <b>Elements of Competency</b> | <b>Performance Criteria</b><br><i><b>Bold &amp; italicized</b></i> terms are elaborated in the Range of Variables  |
| 1. Classify cost              | 1.1 <i><b>Basis for cost classification</b></i> is determined.<br>1.2 Type of cost element is identified.<br>1.3 Cost is classified according to the basis for cost.   |
| 2. Prepare cost card          | 2.1 <i><b>Objectives of costing</b></i> are identified.<br>2.2 <i><b>Costing method</b></i> is determined according to product type.<br>2.3 <i><b>Costing techniques</b></i> are identified according to the objective.<br>2.4 <i><b>Cost</b></i> is calculated as per requirement using spreadsheet.<br>2.5 Cost card is prepared and communicated with management. |
| 3. Perform cost bookkeeping   | 3.1 <i><b>Source document</b></i> is identified.<br>3.2 Entries are posted in <i><b>cost ledger</b></i> .  |
| 4. Prepare costing report     | 4.1 Costing report is generated.<br>4.2 Reconciling is performed against actual cost.<br>4.3 Over-absorbed and under absorbed overhead cost is posted in books of account.<br>4.4 Cost trend is analyzed and updated as per requirement.   |
| <b>Range of Variables</b>     |  |
| <b>Variable</b>               | <b>Range</b> (may include but not limited to):   |

|                                  |   |
|----------------------------------|---|
| 1. Basis for cost classification | 1.1 Element<br>1.1.1 Material<br>1.1.2 Labour<br>1.1.3 Expense<br>1.2 Nature<br>1.2.1 Direct<br>1.2.2 Indirect<br>1.3 Behavior<br>1.3.1 Fixed<br>1.3.2 Variable<br>1.3.3 Semi variable<br>1.3.4 Stepped fixed cost<br>1.4 Function<br>1.4.1 Production<br>1.4.2 Non production<br>1.4.2.1 Administration<br>1.4.2.2 Selling and distribution<br>1.4.2.3 Finance |
| 2. Objectives of costing         | 2.1 Inventory valuation<br>2.2 Generation of cost of goods sold statement<br>2.3 Pricing decision<br>2.3.1 Markup / margin pricing<br>2.3.2 Cost plus pricing<br>2.3.3 Target pricing<br>2.3.4 Perceived pricing  |
| 3. Costing techniques            | 3.1 Standard costing<br>3.2 Absorption costing<br>3.3 Marginal costing<br>3.4 Benchmarking  |
| 4. Costing method                | 4.1 Job costing<br>4.2 Batch costing<br>4.3 Process costing   |
| 5. Source document               | 5.1 Material requisition note<br>5.2 Material return note<br>5.3 Time sheet<br>5.4 Salary sheet<br>5.5 Job card / job ticket / bin card   |
| 6. Cost                          | 6.1 Unit<br>6.2 Total   |

|  |   |
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| 7. Cost ledger   | 7.1 Material ledger control account<br>7.2 Wages control account<br>7.3 Cash ledger<br>7.4 Work-in progress account<br>7.5 Production overhead control account  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 classified cost basis for costing;<br>1.2 identifying costing techniques and method;<br>1.3 calculated cost;<br>1.4 posted entries into cost ledger; and<br>1.5 performing reconciling.  |
| 2. Underpinning knowledge  | 2.1 Basis for costing<br>2.2 Objectives of costing.<br>2.3 Costing techniques and method.<br>2.4 Cost calculation process.<br>2.5 Over-absorbed and under absorbed overhead cost  |
| 3. Underpinning skills   | 3.1 Classifying cost as per basis for cost.<br>3.2 Determining costing method and techniques.<br>3.3 Calculating different cost.<br>3.4 Posting entries in cost ledger.<br>3.5 Performing reconciling.<br>3.6 Posting over absorbed and under absorbed overhead cost.<br>3.7 Analyzing cost trend.  |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |

|                           |   |
|---------------------------|---|
| 5. Resources implication  | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities; and</p> <p>5.3 materials and consumables related to activities.</p> |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration / role play;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>  |
| 7. Context for assessment | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>                           |

#### **Accreditation Requirements**

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## National Technical and Vocational Qualifications Framework for Bangladesh

### Unit of Competency

|                               |  |
|-------------------------------|--|
| <b>Unit Title</b>             | <b>Prepare Internal Management Report</b>  |
| <b>Unit Code</b>              | <b>ICTCAS5013A1</b>  |
| <b>Unit Descriptor</b>        | This unit covers the knowledge, skills and attitudes required to preparing internal management report. It includes identifying requirement; preparing template; gathering and processing data and preparing and submitting report. |
| <b>Nominal Hours</b>          | <b>30 Hours</b>  |
| <b>Elements of Competency</b> | <b>Performance Criteria</b><br><b><i>Bold &amp; italicized</i></b> terms are elaborated in the Range of Variables  |
| 1. Identify requirement       | 1.1 <b><i>Routine reports</i></b> are identified.<br>1.2 Information requirement is identified through communicating to authority.<br>1.3 Format of report presentation is comprehended.   |
| 2. Prepare template           | 2.1 Templates are prepared as per requirement of the authority.<br>2.2 Approval is obtained from designated authority.   |
| 3. Collect and process data   | 3.1 <b><i>Sources and types of data</i></b> is identified.<br>3.2 Data is collected from respective sources.<br>3.3 Collected data are processed using spreadsheet.  |
| 4. Prepare and submit report  | 4.1 Report is prepared into the approved template.<br>4.2 Report is submitted as per organization policy.<br>4.3 Submitted report is presented to the authority.   |
| <b>Range of Variables</b>     |  |
| <b>Variable</b>               | <b>Range</b> (may include but not limited to):   |
| 1. Routine reports            | 1.1 Sales<br>1.2 Product specific<br>1.3 Divisional/ regional<br>1.4 Responsibility centre wise<br>1.5 Inventory<br>1.6 Internal benchmark<br>1.7 Comparison against corresponding period  |
| 2. Sources data               | 2.1 Internal   |

|  |   |
|--|---|
|  | 2.1.1 Department<br>2.1.2 ERP<br>2.2 External<br>2.2.1 NBR website<br>2.2.2 Industry<br>2.2.3 Bangladesh bank website<br>2.2.4 Trade journal  |
| 3. Types of data   | 3.1 Primary<br>3.2 Secondary  |
| <b>Evidence Guide</b><br>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency. |   |
| 1. Critical aspects of competency  | Assessment required evidences that the candidate:<br>1.1 identifying requirement;<br>1.2 identifying sources and types of data;<br>1.3 processed data using spreadsheet;<br>1.4 prepared report.  |
| 2. Underpinning knowledge  | 2.1 Usages of spreadsheet<br>2.2 Routine report.<br>2.3 Templates of report.<br>2.4 Sources and types of data.<br>2.5 Data processing procedure.  |
| 3. Underpinning skills   | 3.1 Identifying routine report.<br>3.2 Preparing templates.<br>3.3 Identifying sources and types of data.<br>3.4 Processing collected data.<br>3.5 Preparing report.  |
| 4. Required attitudes  | 4.1 Commitment to occupational safety and health.<br>4.2 Promptness in carrying out activities.<br>4.3 Sincere and honest to duties.<br>4.4 Eagerness to learn.<br>4.5 Tidiness and timeliness.<br>4.6 Environmental concerns.<br>4.7 Respect for rights of peers and seniors at workplace.<br>4.8 Communication with peers and seniors at workplace. |

|                           |   |
|---------------------------|---|
| 5. Resources implication  | <p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated);</p> <p>5.2 relevant tools, physical facilities required to perform the activities; and</p> <p>5.3 materials and consumables related to activities.</p> |
| 6. Methods of assessment  | <p>Methods of assessment may include but not limited to:</p> <p>6.1 written test;</p> <p>6.2 demonstration / role play;</p> <p>6.3 oral questioning; and</p> <p>6.4 portfolio.</p>  |
| 7. Context for assessment | <p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a BTEB certified assessor.</p>                           |

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