



COMPETENCY STANDARD

Social Compliance and Human Resource Management

Level: 03

(RMG & Textile Sector)

Competency Standard Code: CS-RMGT-SCHRM-L3-EN-V1



National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh

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This Competency Standard for Social Compliance and Human Resource Management is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been validated by NSDA in association with RMG & Textile Sector ISC, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "Social Compliance and Human Resource Management" is selected as one of the priority occupations of RMG & Textile Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework (NSQF) under Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skills Certificate – Level-3 in Social Compliance and Human Resource Management in RMG & Textile Sector

Level Descriptors of NSQF (BNQF 1-6)


Level & Job Classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A 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. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	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. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

General	
NSDA	National Skills Development Authority
BMET	Bureau of Manpower Employment and Training
ILO	International Labour Organization
ISC	Industry Skills Council
NSQF	National Skills Qualifications Framework
SCVC	Standards and Curriculum Validation Committee
SEIP	Skills for Employment Investment Program
STP	Skills Training Provider
CS	Competency Standard
UoC	Unit of Competency
OSH	Occupational safety and health
PPE	Personal protective equipment
SOP	Standard Operating Procedures
TDS	Technical Data Sheet
MSDS	Material Safety Data Sheet

Approval of Competency Standard

Approved By
21st Authority Meeting of NSDA Held on 19.09.2022


Md. Saniul Ferdous
Deputy Director (Admin)
National Skills Development Authority
Prime Minister's Office

Deputy Director (Admin)
and
Officer of Secretarial Duties for Authority Meeting
National Skills Development Authority

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**Competency Standards for National Skill Certificate – 3 in
Social Compliance and Human Resource Management in
RMG & Textile Sector**

Course Structure

SL	Unit Code and Title	UoC Level	Nominal Duration (Hours)
Generic Units of Competencies			50
1.	GU-02-L2-V1	Apply Occupational Safety and Health (OSH) Procedures in the Workplace	2 15
2.	GU-15-L2-V1	Perform Basic IT Skills	2 20
3.	GU-03-L2-V1	Carry out Workplace Interaction	2 15
Sector Specific Units of Competencies			15
4.	SU-RMGT-02-L2-V1	Recognize the RMG Business Scenario	2 15
Occupation Specific Units of Competencies			295
5.	OU-RMGT-SCHRM-01-L3-V1	Interpret Social Compliance and Human Resource Management	3 25
6.	OU-RMGT-SCHRM-02-L3-V1	Practice Laws and Rules for Compliance	3 70
7.	OU-RMGT-SCHRM-03-L3-V1	Manage Health, Safety and Environment Issues	3 80
8.	OU-RMGT-SCHRM-04-L3-V1	Perform Compliance Audit	3 80
9.	OU-RMGT-SCHRM-05-L3-V1	Work with Human Resource Management	3 40
Total Nominal Learning Hours			360

Units & Elements at Glance

Generic Units of Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GU-02-L2-V1	Apply Occupational Safety and Health (OSH) Procedures in the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures. 2. Follow OSH procedure 3. Report hazards and risks. 4. Respond to emergencies 5. Maintain personal well-being 	15
GU-15-L2-V1	Perform Basic IT Skills	<ol style="list-style-type: none"> 1. Identify and use most commonly used IT Tools 2. Operate Computer 3. Work with word processing software 4. Use spreadsheet packages to create / prepare worksheets 5. Use presentation packages to create / prepare presentation 6. Print documents 7. Use internet and access e-mail 	20
GU-03-L2-V1	Carry out Workplace Interaction	<ol style="list-style-type: none"> 1. Interpret workplace communication and etiquette 2. Read and understand workplace documents 3. Participate in workplace meetings and discussions 4. Practice professional ethics at workplace 	15
Total Hours			50

Sector Specific Units of Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SU-RMGT-02-L2-V1	Recognize the RMG Business Scenario	<ol style="list-style-type: none"> 1. Identify basic business communication practices in RMG industries 2. Recognize history of RMG Industries in Bangladesh 3. Identify major departments of RMG Industries 4. List prime export markets 	15
Total hours			15

Occupation Specific Units of Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
OU-RMGT-SCHRM-01-L3-V1	Interpret Compliance and Human Resource Management	<ol style="list-style-type: none"> 1. Interpret concepts of social compliance 2. Interpret concepts of human resource management 3. Identify organogram of compliance and HR department 	25
OU-RMGT-SCHRM-02-L3-V1	Practice Laws and Rules for Compliance	<ol style="list-style-type: none"> 1. Illustrate Bangladesh labour act, rules and relevant laws 2. Perform industrial relation activities 	70
OU-RMGT-SCHRM-03-L3-V1	Manage Health, Safety and Environment Issues	<ol style="list-style-type: none"> 1. Follow safety & health rules 2. Handle environmental issues 3. Maintain workplace safety 	80
OU-RMGT-SCHRM-04-L3-V1	Perform Compliance Audit	<ol style="list-style-type: none"> 1. Interpret compliance audit 2. Recognize code of conduct 3. Recognize major buyers code of conduct 4. Accomplish corrective action plan (CAP) and remedy 	80
OU-RMGT-SCHRM-05-L3-V1	Work with Human Resource Management	<ol style="list-style-type: none"> 1. Recognize human resource planning 2. Identify recruitment and selection procedures 3. Illustrate performance appraisal procedures 4. Interpret process of training and development 	40
Total hours			295

Generic Units of Competencies

Unit Code and Title	GU-02-L2-V1: Apply Occupational Safety and Health (OSH) Procedures in the Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to apply occupational safety and health (OSH) procedures in the workplace. It specifically includes the task of identifying OHS policies and procedures, following OSH procedure, reporting hazards and risks responding to emergencies, and maintaining personal well-being.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures.	1.1. <u>OHS policies</u> and <u>safe operating procedures</u> are accessed and stated. 1.2. <u>Safety signs and symbols</u> are identified and followed. 1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements.
2. Follow OSH procedure	2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required. 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices. 2.3 A clear and tidy workplace is maintained as per workplace standard. 2.4 PPE is maintained to keep them operational and compliant with OHS regulations.
3. Report hazards and risks.	3.1 <u>Hazards</u> and risks are identified, assessed and controlled. 3.2 Incidents arising from hazards and risks are reported to designated authority.
4. Respond to emergencies	4.1 Alarms and warning devices are responded. 4.2 Workplace <u>emergency procedures</u> are followed. 4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures. 4.4 First aid procedures is applied during emergency situations.
5. Maintain personal well-being	5.1 OHS policies and procedures are adhered to. 5.2 OHS awareness programs are participated in as per workplace guidelines and procedures. 5.3 Corrective actions are implemented to correct unsafe condition in the workplace. 5.4 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements.
Range of Variables	
Variables	Range (may include but not limited to):
1. OHS Policies	1.1. Bangladesh standards for OHS 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines

2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency Procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 evacuation`
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination
8. "Fit to Work" records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide 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 evidence that the candidate: <ul style="list-style-type: none"> 1.1 stated OHS policies and safe operating procedures 1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and Controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions

2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Define OHS 2.2 OHS Workplace Policies and Procedures 2.3 Work Safety Procedures 2.4 Emergency Procedures 2.5 Hazard control procedure 2.6 Different types of hazards 2.7 PPE and there uses 2.8 Personal hygiene practices 2.9 OHS awareness
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Accessing OHS policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, materials and documentation required 5.4 OHS Policies and Procedures
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	GU-03-L2-V1: Perform Basic IT Skills
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to perform basic IT skills.</p> <p>It specifically includes the task of identifying and using most commonly used IT tools, operating computer, working with word processing software, using spreadsheet packages to create /prepare worksheets, using presentation packages to create /prepare presentation, printing documents and using internet and access e-mail.</p>
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold underlined</u> terms are elaborated in the Range of Variables
1. Identify and use most commonly used IT tools	<p>1.1 Context of IT is interpreted.</p> <p>1.2 Commonly used <u>IT tools</u> are identified.</p> <p>1.3 Safe work practice and OSH Standards are followed.</p>
2. Operate computer	<p>2.1 <u>Peripherals</u> are checked and connected with computer as per standard.</p> <p>2.2 Power cords / adapter are connected with computer and power outlets socket as per standard.</p> <p>2.3 Computer is switched as per standard.</p> <p>2.4 PC <u>desktop / GUI settings</u> are arranged and customized as per requirement.</p> <p>2.5 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement.</p> <p>2.6 Properties of files and folders are viewed and searched.</p> <p>2.7 Disks are defragmented, formatted as per requirement.</p>
3. Work with word processing software	<p>3.1 Word Processing software is selected and installed.</p> <p>3.2 Basic typing techniques are demonstrated.</p> <p>3.3 <u>Documents</u> are created as per requirement in personal use and office environment.</p> <p>3.4 <u>Contents</u> are entered.</p> <p>3.5 Documents are <u>formatted.</u></p> <p>3.6 Paragraph and page settings are performed.</p> <p>3.7 Saving and retrieving technique of a document are interpreted.</p>

4. Use spreadsheet packages to create / prepare worksheets	<p>4.1 Spreadsheet packages are selected and opened.</p> <p>4.2 Worksheets are created as per requirement in personal use and office environment.</p> <p>4.3 Data are entered.</p> <p>4.4 Functions are used for calculating and editing logical operation.</p> <p>4.5 Worksheets are formatted as per requirement.</p> <p>4.6 Charts are created.</p> <p>4.7 Charts / Sheets are previewed.</p>
5. Use presentation packages to create / prepare presentation	<p>5.1 Appropriate presentation software packages are selected and installed.</p> <p>5.2 Presentation is created as per requirement in personal use and office environment.</p> <p>5.3 Image, Illustrations, text, table, symbols and media are entered as per requirements.</p> <p>5.4 Presentations are formatted and animated.</p> <p>5.5 Presentations are previewed.</p>
6. Print documents	<p>6.1 Printer is connected with computer and power outlet as pre standard.</p> <p>6.2 Power is switched on at both the power outlet and printer.</p> <p>6.3 Printer is installed and added.</p> <p>6.4 Correct printer settings are selected and document is printed.</p>
7. Use internet and access e-mail	<p>7.1 Appropriate internet browsers are selected.</p> <p>7.2 Search engines are used to access information</p> <p>7.3 Video / Information are Shared /downloaded / uploaded from / to web site / social media.</p> <p>7.4 Web based resources are used.</p> <p>7.5 E-mail services are identified and selected to create a new email address.</p> <p>7.6 Document is prepared, attached and sent to recipients.</p> <p>7.7 E-mail is read, forwarded, replied and deleted as per requirement.</p> <p>7.8 Custom e-mail folders are created and manipulated.</p> <p>7.9 E-mail messages are printed.</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. IT tools	<p>1.1 Phone</p> <p>1.2 Cell Phone</p> <p>1.3 TABs</p> <p>1.4 Computers</p>

	<ul style="list-style-type: none"> 1.5 Laptops 1.6 Notebooks 1.7 Internet 1.8 Software
2. Peripherals	<ul style="list-style-type: none"> 2.1 Monitor 2.2 Keyboard 2.3 Mouse 2.4 Modem 2.5 Scanner 2.6 Printer
3. Desktop / GUI settings	<ul style="list-style-type: none"> 3.1 Icons 3.2 Taskbar 3.3 View 3.4 Resolutions
4. Documents	<ul style="list-style-type: none"> 4.1 Word documents 4.2 Standard CV / Bio-Data with different text & fonts, image and table 4.3 Application / Official letter with proper paragraph and indenting, spacing, styles, illustrations, tables, header & footers and symbols 4.4 Standard report / newspaper items with column, footnote and endnote, drop cap, indexing and page numbering
5. Contents	<ul style="list-style-type: none"> 5.1 Illustrations and styles 5.2 Text 5.3 Table 5.4 Symbols 5.5 Header & Footer
6. Formatted	<ul style="list-style-type: none"> 6.1 Bold 6.2 Italic 6.3 Underline 6.4 Font size, colour, 6.5 Change case 6.6 Alignment and intend
7. Functions	<ul style="list-style-type: none"> 7.1 Mathematics 7.2 Logical 7.3 Simple Statistical
8. Internet browsers	<ul style="list-style-type: none"> 8.1 Internet Explorer 8.2 Firefox 8.3 Google Chrome 8.4 Opera 8.5 Safari

	8.6 Omni Web
Evidence Guide	
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 evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 followed OSH standard and safe work procedures. 1.2 completed application software installations as per standard 1.3 performed simple trouble shooting with computer. 1.4 configured appropriate printer settings and printed the document. 1.5 demonstrated ability to create e-mail accounts.
2. Underpinning knowledge	<ol style="list-style-type: none"> 2.1 Basic components of PC. 2.2 IT and IT Tools. 2.3 Type of software and application packages. 2.4 Use of word processor, spreadsheet and presentation software. 2.5 Type of math and logical functions. 2.6 Computer troubleshooting. 2.7 Techniques to access internet.
3. Underpinning skills	<ol style="list-style-type: none"> 3.1 Identifying and using IT tools. 3.2 Demonstrating simple troubleshooting with computer. 3.3 Demonstrating typing on word processing software. 3.4 Creating, opening, copying, renaming, deleting and sorting files and folders as per requirement. 3.5 Saving and retrieving documents on word processing software. 3.6 Demonstrating ability to create e-mail accounts. 3.7 Opening an e-mail account and use it for different purpose. 3.8 Configuring appropriate printer settings and print documents. 3.9 Using functions for calculating and editing logical operation in spreadsheet.
4. Underpinning attitude	<ol style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communication with peers and seniors at workplace

5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (actual or simulated) 5.2 IT Tools 5.3 Computers with word processing application 5.4 Internet connection 5.5 Learning manuals
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/nominated assessor.
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	GU-03-L2-V1: Carry out Workplace Interaction
Unit Descriptor	This unit covers the knowledge, skills and attitude required to carry out workplace interaction. It specifically includes the task of interpreting workplace communication and etiquette, reading and understanding workplace documents, participating in workplace meetings and discussions and practicing professional ethics at workplace.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold underlined</u> terms are elaborated in the Range of Variables
1. Interpret workplace communication and etiquette	1.1 Workplace code of conducts are interpreted as per organizational guidelines 1.2 Appropriate lines of communication are maintained with supervisors and colleagues 1.3 Workplace interactions are conducted in a <u>courteous manner</u> to gather and convey information 1.4 Questions about routine <u>workplace procedures and matters</u> are asked and responded as required
2. Read and understand workplace documents	2.1 Workplace documents are interpreted as per standard. 2.2 Assistance is taken to aid comprehension when required from peers / supervisors 2.3 Visual information / symbols / signage's are understood and followed 2.4 Specific and relevant information are accessed from <u>appropriate sources</u> 2.5 Appropriate medium is used to transfer information and ideas
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time and meeting procedures and etiquette are followed 3.2 Own opinions are expressed and others opinions are listened without interruption 3.3 Inputs are provided consistent with meeting purpose and meeting outcomes are implemented
4. Practice professional ethics at workplace	4.1 Responsibilities as a team member are demonstrated and kept promises and commitments made to others 4.2 Tasks are performed in accordance with workplace procedures 4.3 Confidentiality is respected and maintained 4.4 Situations and actions considered inappropriate or which

	present a conflict of interest are avoided
Range of Variables	
Variable	Range (may include but not limited to):
1. Courteous manner	1.1 Effective questioning 1.2 Active listening 1.3 Speaking skills
2. Workplace procedures and matters	2.1 Notes 2.2 Agenda 2.3 Simple reports 2.3.1 Progress report 2.3.2 Incident report 2.4 Job sheets 2.5 Operational manuals 2.6 Brochures and promotional material 2.7 Visual and graphic materials 2.8 Standards 2.9 OSH information 2.10 Signs
3. Appropriate sources	3.1 HR Department 3.2 Managers 3.3 Supervisors
Evidence Guide	
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 evidence that the candidate: 1.1 maintained workplace communication and etiquette 1.2 followed workplace instructions and symbols 1.3 followed team meeting and etiquette
2. Underpinning knowledge	2.1 Workplace communication and etiquette 2.2 Workplace documents, signs and symbols 2.3 Meeting procedure and etiquette
3. Underpinning skills	3.1 Maintaining workplace communication and etiquette 3.2 Following workplace instructions and symbols 3.3 Following team meeting and etiquette

4. Underpinning attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource implications	The following resources must be provided: 5.1 Work place Procedure 5.2 Materials relevant to the proposed activity 5.3 All tools, equipment, material and documentation required. 5.4 Relevant specifications or work instructions
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
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 7.2 Assessment should be done by NSDA certified assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), 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 NSDA.</p>	

Sector Specific Units of Competencies

Unit Code and Title	SU-RMGT-02-L2-V1: Recognize the RMG Business Scenario
Unit Descriptor	This unit covers the knowledge; skills and attitudes required to recognize the RMG business scenario. It specifically includes the task of identifying basic business communication practices in RMG industries, recognizing history of RMG industries in Bangladesh, identifying major departments of RMG industries and listing prime export markets.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria (<u>Bold and Underlined</u> terms are elaborated in the Range of Variables)
1. Identify basic business communication practices in RMG industries	1.1. The communication requirements in the RMG industries are recognized in alignment to the role of RMG industries. 1.2. <u>Modes of Communication</u> are explained. 1.3. Communication policies and guidelines are identified and interpreted.
2. Recognize history of RMG Industries in Bangladesh	2.1. <u>Background of RMG Industries</u> in Bangladesh is inferred with reference to the past history, present status and expected future trends. 2.2. Importance of the RMG industries in relation to Bangladesh labour market is stated with emphasis on manpower and economic impact. 2.3. Present and projected future trends and technologies relevant to the sector are summarized.
3. Identify major departments of RMG Industries	3.1. Scope and nature of <u>major departments</u> of the RMG sector are identified. 3.2. Role and responsibilities of individuals are identified in relation to the department and organization as a whole. 3.3. The <u>machines</u> used in different departments are identified.
4. List prime export markets	4.1. The types of <u>prime export markets</u> are categorized on the basis of their current and future potential. 4.2. Export marketing process is interpreted.
Range of Variables	
Variables	Range (may include but not limited to):
1. Modes of Communication	1.1. E-mail 1.2. Social Media 1.3. Telephonic Conversation 1.4. Fax 1.5. Meetings 1.6. Video Conference 1.7. Courier

2. Background of RMG Industries	<ul style="list-style-type: none"> 2.1. History of Bangladesh RMG Industries 2.2. Economy of Bangladesh 2.3. SWOT analysis on RMG Industries 2.4. Gender dynamics of garments industry in Bangladesh. 2.5. Wages & efficiency in the garments industry 2.6. Compliance
3. Major Departments	<ul style="list-style-type: none"> 3.1. PDS 3.2. Store 3.3. Cutting 3.4. Embellishment 3.5. Sewing 3.6. Washing 3.7. Finishing 3.8. Quality 3.9. Industrial Engineering 3.10. Production Planning and Control 3.11. Maintenance 3.12. Merchandising
4. Machines	<ul style="list-style-type: none"> 4.1. Single needle machine 4.2. Double needle Machine 4.3. Over lock Machine 4.4. Flat lock Machine 4.5. Feed of the arm Machine 4.6. Kansai Multi Needle Machine 4.7. Bar tuck Machine 4.8. Button Hole Machine 4.9. Button Stitch Machine 4.10. Snap Attach Machine
5. Prime export markets	<ul style="list-style-type: none"> 5.1. American market 5.2. European market 5.3. Asian market 5.4. Newly explored market
<p>Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 identified mode communication. 1.2 interpreted production process. 1.3 identified prime export markets.
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Policies and Guidelines. 2.2 History of RMG Industries. 2.3 Trends in the RMG Industries. 2.4 Production process. 2.5 Different Department in RMG Industries. 2.6 Own roles and responsibilities. 2.7 Types of prime export markets.
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Identifying policies and guidelines in RMG industries. 3.2 Interpreting business communication technique. 3.3 Interpreting trends of RMG industries.

	3.4 Identifying departments in RMG industries. 3.5 Identifying machines used in different departments.
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource implications	5.1. Work instructions 5.2. Relevant Documents 5.3. Measuring instruments & other tools, equipment and physical facilities appropriate to perform activities. 5.4. Materials to be measured
6. Methods of assessment	6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/nominated assessor.

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Occupation Specific Units of Competencies

Unit Code and Title	OU-RMGT-SCHRD-01-L3-V1: Interpret Social Compliance and Human Resource Management
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to interpret social compliance and human resource management. It specifically includes the task of interpreting concepts of social compliance, interpreting concepts of human resource management and identifying organogram of compliance and HR department.
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria (<u>Bold and Underlined</u> terms are elaborated in the Range of Variables)
1. Interpret concepts of social compliance	1.1 Social Compliance is defined; 1.2 <u>Social compliance terminologies</u> are interpreted as per RMG industries standards; 1.3 <u>Determinants of compliances</u> are identified; 1.4 <u>Functions of compliance department</u> are comprehended; 1.5 <u>Job description of compliance officer</u> are listed;
2. Interpret concepts of human resource management	2.1 Human Resource Management is defined. 2.2 HR Terminologies are interpreted 2.3 <u>HR functions</u> are interpreted for RMG industries. 2.4 <u>Job description of HR officer</u> are listed.
3. Identify organogram of compliance and HR department	3.1 Organogram of compliance department is comprehended. 3.2 Organogram of HR department is comprehended. 3.3 Relation between Compliance and HR department are identified.
Range of Variables	
Variables	Range (may include but not limited to):
1. Social Compliance Terminologies	1.1 Child labor 1.2 Forced labor 1.3 Working hour 1.4 Compensation and benefits 1.5 Discrimination 1.6 Harassment and abuse 1.7 Health and safety

	<ul style="list-style-type: none"> 1.8 Employee welfare and social benefits 1.9 Freedom of Association 1.10 Environment 1.11 Buyer Code of Conduct
2. Determinants of compliances	<ul style="list-style-type: none"> 2.1 Ethical compliance 2.2 Technical compliance 2.3 Environmental compliance 2.4 Security compliance 2.5 Safety compliance <ul style="list-style-type: none"> 2.5.1 Building safety 2.5.2 Electrical safety 2.5.3 Fire and life safety
3. Functions of compliance department	<ul style="list-style-type: none"> 3.1 Legal requirements 3.2 Workplace safety 3.3 Worker’s welfare 3.4 Industrial relations
4. Job description of compliance officer	<ul style="list-style-type: none"> 4.1. Licensing and approval follow-up 4.2. Workplace health and safety monitoring 4.3. Hazard and risk assessment 4.4. Preparation for compliance audit and documentation 4.5. Conducting internal audit 4.6. Compliance goal and target 4.7. Meet stakeholder requirements 4.8. Grievance handling 4.9. Awareness training 4.10. Welfare issues 4.11. Corporate Social Responsibility (CSR) Activities
5. HR Functions	<ul style="list-style-type: none"> 5.1 Employee relations and talent management <ul style="list-style-type: none"> 5.1.1. Recruitment and selection 5.1.2. Succession & career planning 5.1.3. Performance management system 5.1.4. Grievance and Complaint handling 5.1.5. Disciplinary action procedure 5.2 Training and development <ul style="list-style-type: none"> 5.2.1. Ensure training and awareness 5.2.2. Organizational development (policy and SOP) 5.3 Compensation and benefits 5.4 HR strategy & planning 5.5 Support service <ul style="list-style-type: none"> 5.1.6. Administrative support 5.1.7. Security management 5.1.8. Pantry, Entertainment, Canteen

6. Job description of HR officer	6.1 Recruitment and selection 6.2 Personal file and documentation 6.3 Payroll management 6.4 Leave management 6.5 Training Need Assessment (TNA) 6.6 Disciplinary action procedure 6.7 Deliver employee service
Evidence Guide 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 evidence that the candidate: <ol style="list-style-type: none"> 1.1 identified of job description of compliance officer and HR officer. 1.2 identified relation between compliance and HR department. 1.3 recognized organogram of HR and social compliance department.
2 Underpinning knowledge	<ol style="list-style-type: none"> 2.1 Roles and responsibility of a compliance and HR management officer. 2.2 History of social compliance and HR 2.3 Organizational policies and guideline. 2.4 Functions of compliance department. 2.5 Functions of HR department.
3 Underpinning skills	<ol style="list-style-type: none"> 3.1 Identifying job description of compliance officer and HR officer. 3.2 Identifying relation between compliance and HR department. 3.3 Recognizing organogram of HR and social compliance department.
4 Underpinning Attitudes	<ol style="list-style-type: none"> 4.1. Commitment to occupational health and safety 4.2. Environmental concerns 4.3. Eagerness to learn 4.4. Tidiness and timeliness 4.5. Respect for the rights of peers and seniors in the workplace 4.6. Communication with peers and seniors in the workplace
5 Resource implications	<ol style="list-style-type: none"> 5.1 Workplace (simulated or actual) 5.2 Dyes and chemicals 5.3 Woven fabrics 5.4 Relevant materials 5.5 Work instruction
6 Methods of assessment	6.1 Written test

	6.2 Demonstration 6.3 Oral questioning
7 Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/nominated assessor.
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-RMGT-SCHRM-02-L3-V1: Practice Laws and Rules for Compliance
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to practice laws and rules for compliance. It specifically includes the task of illustrating Bangladesh labour act, rules and relevant laws and performing industrial relation activities.
Nominal Hours	70 Hours
Elements of Competency	Performance Criteria (<u>Bold and Underlined</u> terms are elaborated in the Range of Variables)
1. Illustrate Bangladesh labour act, rules and relevant laws	1.1 <u>Bangladesh Labor Act, 2006 (amendment 2018)</u> is interpreted; 1.2 <u>Applicable laws</u> for RMG industries are interpreted; 1.3 Relevant industry <u>policies</u> and practices are identified; 1.4 <u>Ratified ILO conventions</u> are interpreted as per compliance requirements;
2. Perform industrial relation activities	2.1 Requirements of freedom of association and collective bargaining are summarized; 2.2 <u>Bi-party committee</u> is formed as per legal framework; 2.3 Procedures for forming Collective Bargaining Agent (CBA)/ Trade union are comprehended; 2.4 <u>Grievance handling procedures</u> are practiced; 2.5 <u>Social dialogue session</u> is carried out as per workplace requirement;
Range of Variables	
Variables	Range (may include but not limited to):
1. Bangladesh Labour Act, 2006 (amendment 2018)	1.1 Employment Rules and Regulations 1.2 Provisions on wages, benefits and leaves 1.3 Disciplinary procedure 1.4 Provisions on welfare facilities 1.5 Occupational health & safety in the workplace 1.6 Provisions on industrial relations 1.7 Environmental issues in relation to RMG manufacture
2. Applicable laws	2.1 Bangladesh National Building Code (BNBC) 2006 (amendment 2020) 2.2 Fire Service and Civil Defense (FSCD) 2.3 Environment Conservation Act 1995 2.4 Boiler Act 2022
3. Policies	3.1 Recruitment policy 3.2 Health & safety policy

	<ul style="list-style-type: none"> 3.3 Policy on social accountability 3.4 Welfare policy 3.5 Grievance handling policy 3.6 Policy on emergency action plan 3.7 Emergency properness and response 3.8 Anti - harassment
4. Ratified ILO conventions	<ul style="list-style-type: none"> 4.1 Freedom of Association and Protection of the Right to Organize Convention, 1948 (No. 87) 4.2 Right to Organize and Collective Bargaining Convention, 1949 (No. 98) 4.3 Forced Labor Convention, 1930 (No. 29) 4.4 Abolition of Forced Labor Convention, 1957 (No. 105) 4.5 Minimum Age Convention, 1973 (No. 138) 4.6 Worst Forms of Child Labor Convention, 1999 (No. 182) 4.7 Equal Remuneration Convention, 1951 (No. 100) 4.8 Discrimination (Employment and Occupation) Convention, 1958 (No. 111)
5. Bi-party committee	<ul style="list-style-type: none"> 5.1 Participation committee 5.2 Safety committee 5.3 Anti-harassment committee 5.4 Grievance committee 5.5 Canteen committee
6. Participation Committee (PC)	<ul style="list-style-type: none"> 6.1 Requirements of PC 6.2 Election procedures 6.3 Election conduction committee 6.4 Duration 6.5 Formation 6.6 Functions of PC 6.7 Communication
7. Grievance handling procedures	<ul style="list-style-type: none"> 7.1 Laws 7.2 Grievances policy and procedure 7.3 Grievance submission 7.4 Settlement of grievance
8. Social dialogue session	<ul style="list-style-type: none"> 8.1 Negotiation and consultation session 8.2 Exchange of information
<p>Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 interpreted Bangladesh Labour Act, 2008; 1.2 identified relevant industry policies and practices 1.3 comprehended procedures for forming CBA/Trade

	<p>Union;</p> <p>1.4 illustrated procedures for form participation committee.</p> <p>1.5 practiced grievance handling procedures.</p>
2. Underpinning knowledge	<p>2.1 Bangladesh labor laws and rules.</p> <p>2.2 Major issues of ILO convention.</p> <p>2.3 Importance of workers' participants' committee.</p> <p>2.4 Procedures of grievance handling.</p> <p>2.5 Procedure for forming CBA/ Trade Union</p> <p>2.6 Social dialogue session</p>
3. Underpinning skills	<p>3.1 Listing applicable act, rules and regulations for RMG industries;</p> <p>3.2 Making list major issues of ILO convention as per compliance.</p> <p>3.3 Interpreting procedures for forming CBA/ Trade Union</p> <p>3.4 Interpreting grievance handling procedures.</p>
4. Underpinning attitudes	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Eagerness to learn</p> <p>4.4 Tidiness and timeliness</p> <p>4.5 Respect for rights of peers and seniors in workplace</p> <p>4.6 Communication with peers and seniors in workplace</p>
5. Resource implications	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated)</p> <p>5.2 Tools, equipment and physical facilities appropriate to perform activities.</p> <p>5.3 Materials, consumables to perform activities.</p>
6. Methods of assessment	<p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited center.</p> <p>7.2 Assessment should be done by NSDA certified/ nominated assessor.</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-RMGT-SCHRM-03-L3-V1: Manage Health, Safety and Environment Issues
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to manage health, safety and environment issues. It specifically includes the task of following of safety & health rules, handling environmental issues and maintaining workplace safety.
Nominal Hours	80 Hours
Elements of Competency	Performance Criteria (<u>Bold and Underlined</u> terms are elaborated in the Range of Variables)
1. Follow safety & health rules	1.1 Fundamental of <u>occupational safety & health</u> are recognized. 1.2 Safety requirements are aligned and maintained as per workplace standard
2. Handle environmental issues	2.1 Environment compliance issues are interpreted. 2.2 Importance of effluent treatment plant (ETP) is comprehended. 2.3 Fundamental concepts of <u>Environmental Management System (EMS)</u> are illustrated.
3. Maintain workplace safety	3.1 Structural safety is ensured as per BNBC and applicable laws 3.2 Electrical safety is maintained as per electrical safety rules 3.3 Fire and life safety are ensured as per <u>relevant law</u> 3.4 Boiler safety is ensured as per manufacturer instruction
Range of Variables	
Variables	Range (may include but not limited to):
1. Occupational Safety & Health	1.1 Parameter 1.1.1 Machine safety 1.1.2 Chemical safety 1.1.3 Health risk 1.2 Risk assessment 1.3 Preventive action 1.3.1 PPE 1.3.2 SOP
2. Environmental Management System (EMS)	2.1. Reduction of carbon footprint 2.1.1 Green House Gas (GHg) 2.1.2 Energy 2.2. Air emission 2.3. Water 2.4. Waste water 2.5. Chemical

	2.6. Sound
3. Relevant law	3.1 FSCD act 3.2 National Fire Protection Association (NFPA)
Evidence Guide 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 evidence that the candidate: 1.1 recognized fundamental of occupational safety & health 1.2 aligned and maintained safety requirements are as per workplace standard 1.3 interpreted environmental issues. 1.4 illustrated fundamental concepts of Environmental Management System (EMS) 1.5 illustrated waste management system. 1.6 ensured structural safety as per BNBC and applicable laws 1.7 ensured fire and life safety as per relevant law 1.8 maintained electrical safety as per electrical safety rules
2. Underpinning knowledge	2.1. Occupational health & safety act & rules. 2.2. Personal protective equipment (PPE). 2.3. Environmental issues. 2.4. Waste management system. 2.5. EMS 2.6. BNBC 2.7. Electrical Safety Rules 2.8. Fire Safety Rules
3. Underpinning skills	3.1 Applying concept of occupational safety and health 3.2 Interpreting OSH rules 3.3 Interpreting environmental management system
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource implications	The following resources must be provided: 5.1. Workplace (actual or simulated). 5.2. Tools, equipment and physical facilities appropriate to perform activities. 5.3. Materials consumable to perform activities.
6. Methods of assessment	6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of assessment	7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/

	nominated assessor.
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Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	OU-RMGT-SCHRD-04-L3-V1: Perform Compliance Audit
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform compliance audit. It specifically includes the task of interpreting compliance audit, recognizing code of conduct and accomplishing Corrective Action Plan (CAP) and remedy
Nominal Hours	80 Hours
Elements of Competency	Performance Criteria (Bold and Underlined terms are elaborated in the Range of Variables)
1. Interpret compliance audit	1.1 Compliance audit is interpreted. 1.2 <u>Types of compliance audit</u> are identified. 1.3 Audit procedures & techniques are comprehended.
2. Recognize code of conduct	2.1 Code of Conducts for <u>stakeholders</u> are interpreted. 2.2 Condition of the code of conducts are analyzed 2.3 All Code of Conducts are generalized as per standard
3. Accomplish corrective action plan (CAP) and remedy	3.1 Non-compliances issues are identified 3.2 <u>Corrective Action Plan (CAP)</u> template is developed. 3.3 CAP is monitored and action is taken for execution
Range of Variables	
Variables	Range (may include but not limited to):
1.Types of compliance Audit	1.1 First party / Second party / Third party audit 1.2 Internal audit 1.3 Certification audit 1.4 Government audit
2.Stakeholders	2.1 Buyer 2.2 Certification body
3.Corrective action plan (CAP)	3.1 Non-compliance reporting 3.2 Root cost identification 3.3 Action plan
Evidence Guide 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 evidence that the candidate: 1.1. comprehended Audit procedures & techniques 1.2. identified types of compliance audit 1.3. illustrated Corrective Action Plan (CAP). 1.4. listed types of compliance standards. 1.5. listed common code of conduct.

2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1. Types of audits. 2.2. Audit techniques & procedures. 2.3. Non- compliance issues. 2.4. Corrective Action Plan (CAP). 2.5. Types of compliance standards. 2.6. Common code of conduct.
3. Underpinning skills	<ul style="list-style-type: none"> 3.1. Interpreting audit procedures and techniques 3.2. Listing type of compliance. 3.3. Interpreting Corrective Action Plan (CAP). 3.4. Interpreting code of conduct.
4. Underpinning attitudes	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace (actual or simulated). 5.2 Tools, equipment and physical facilities appropriate to perform activities. 5.3 Materials consumables to perform activities.
6. Methods of assessment	<ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	<ul style="list-style-type: none"> 7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/ nominated assessor.
<p>Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-RMGT-SCHRD-05-L3-V1: Work with Human Resource Management
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to work with human resource management. It specifically includes the task of recognizing human resource planning, identifying recruitment and selection procedures, illustrating performance appraisal procedures and operating training and development process
Nominal Hours	40 Hours
Elements of Competency	Performance Criteria (<u>Bold and Underlined</u> terms are elaborated in the Range of Variables)
1. Recognize human resource planning	1.1 Stages of Job analysis on HR planning are identified. 1.2 Demand and supply of manpower is analyzed. 1.3 Human Resource planning are interpreted.
2. Identify recruitment and selection procedures	2.1 Hiring preparation, arrangement procedures are identified. 2.2 <u>Types and methods of interview procedure</u> is illustrated. 2.3 Selection and placement process are comprehended.
3. Illustrate performance appraisal procedures	3.1 <u>Nature, objectives & stages in appraisal process</u> are interpreted. 3.2 Methods of performance appraisal & types of appraisals are demonstrated. 3.3 Career counseling are illustrated.
4. Operate training and development process	4.1 <u>Fundamental concepts of Training Need Analysis (TNA)</u> are interpreted. 4.2 <u>Training preparation and delivery procedures</u> are recognized. 4.3 <u>Training evaluation methods</u> are interpreted. 4.4 Record keeping procedures are illustrated. 4.5 Motivation and team building are recognized.
Range of Variables	
Variables	Range (may include but not limited to):
1. Types and Method of interview procedure	1.1 Written test 1.2 Skill test 1.3 Group work 1.4 Individual interview
2. Nature, objectives & stages in appraisal process	2.1 Organizational goals 2.2 Employees' objectives 2.3 Continuous monitoring performance and progress 2.4 Performance evaluation 2.5 Providing feedback
3. Fundamental	3.1 Gap between current and required levels of knowledge,

concepts of Training Need Analysis (TNA)	<p>skills and attitude</p> <p>3.2 General content of training</p> <p>3.3 Foundation of a training plan</p> <p>3.4 Baseline for the evaluation of a training plan</p>
4. Training preparation and delivery procedures	<p>Training preparation</p> <p>4.1 Design (training methods)</p> <p>4.2 Development</p> <p>4.3 Implementation</p> <p>4.4 Evaluation</p> <p>Delivery procedures</p> <p>4.5 Lecture method</p> <p>4.6 Discussion method</p> <p>4.7 E- learning</p> <p>4.8 Role-play</p> <p>4.9 On-the-job training</p>
5. Training evaluation methods	<p>5.1 Observation</p> <p>5.2 Questionnaire</p> <p>5.3 Interview</p> <p>5.4 Self-recording of performance</p>
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 demonstrated appraisal process.</p> <p>1.2 demonstrated carrier counselling.</p> <p>1.3 demonstrated methods of performance appraisal.</p> <p>1.4 applied training evaluation methods.</p>
2. Underpinning knowledge	<p>2.1. Identify stages of job analysis.</p> <p>2.2. Methods of forecasting.</p> <p>2.3. Types of method interview procedures.</p> <p>2.4. Types of appraisals.</p> <p>2.5. Concepts of Training Need Analysis (TNA).</p> <p>2.6. Training delivery procedures.</p> <p>2.7. Training evaluation methods.</p>
3. Underpinning skills	<p>3.1 Demonstrating interview types and method procedure.</p> <p>3.2 Demonstrating appraisal process.</p> <p>3.3 Demonstrating carrier counselling.</p> <p>3.4 Demonstrating methods of performance appraisal.</p> <p>3.5 Applying training evaluation methods.</p>

4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource implications	The following resources must be provided: 5.1. Workplace (actual or simulated). 5.2. Tools, equipment and physical facilities appropriate to perform activities. 5.3. Materials consumable to perform activities.
6. Methods of assessment	6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of assessment	7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/nominated assessor.
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

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Development of Competency Standard

The Competency Standards for National Skills Certificate in Social Compliance and Human Resource Management, Level-3 is developed by SEIP on 23 Dec 2017.

List of Members

S/N	Name and Address	Position in the committee	Signature and Date
1.	Engr. Rupali Biswas, Chief Coordinator, BKMEA, E-mail: rupali@bkmea.com , Mobile: +88 01558 729627,	Member	
2.	Ms. Farzana Sharmin, Sr. Trainer – Compliance, BKMEA E-mail: complianceofficer2@bkmea.com , Mobile: +88 01712-577027;	Member	
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5.	Engr. Md. Abdur Razzaque, Specialist-1, Competency Standard, SEIP	Member	
6.	Mr. Md. Amir Hossain, Assistant Consultant – RMG sector, Dhaka Ahsania Mission (DAM)	Member	
7.	Mr. Syed Nasir Ershad, AEPD (Public-1), SEIP	Member	
8.	Mr. Md. Ahsan Habib, TVET Specialist, SEIP	Member	
9.	Mr. Mohiuzzaman, Course Specialist, SEIP	Member	
10.	Mr. Ananda Falia, Assistant Controller, Examination, BTEB	Member	
11.	Ms. Rashmi Mehra, International Consultant for Development of CBLM, BC SD03 Project	Member	
12.	Mr. Syed Azharul Haque, National Subject Matter, Consultant- RMG Sector BC SD03 Project	Member	

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Social Compliance and Human Resource Management, Level-3 is validated by NSDA on 10 August 2022.

List of Members of the SCVC

S/N	Name and Address	Position in the committee	Signature and Date
1.	Mohammed Nasir, Chairman, RMG & Textile ISC, Email: nasirever@gmail.com , Mobile: 01711527018	Chairperson	
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