



COMPETENCY STANDARD
FOR
Finance and Accounting Services Outsourcing
Level: 03
(IT Sector)

Competency Standard Code: I08S001L3V1

National Skills Development Authority
Prime Minister's Office, Bangladesh

Contents

Contents.....	2
Introduction	3
Overview	4
Bangladesh NTVQF with Job Classifications	5
NTVQF Level Descriptors	6
List of Abbreviations	7
Approval of Competency Standard	8
Course Structure	9
Units & Elements at Glance	10
The Generic Competencies	10
The Sector Specific Competencies	11
The Occupation Specific Competencies.....	13
The Generic Competencies.....	14
GUC04L2V1: Perform Basic IT Skills	15
GUC08L4V1: Lead Small Team.....	21
The Sector Specific Competencies	25
SSU01I08L3V1: Apply Occupational Health and Safety (OSH) Practices in the Workplace.....	26
SSU02I08L3V1: Type Documents in Bangla and English.....	30
SSU03I08L3V1: Practice Use of Internet and Social Network	34
SSU04I08L3V1: Comply with Ethical Standards in IT Workplace.....	37
SSU05I08L3V1: Acquire Soft Skills in Customer Service	40
The Occupation Specific Competencies.....	43
OSU01I08L3V1: Interpret Finance and Accounting Services Outsourcing (FAO).....	44
OSU02I08L3V1: Use Accounting Principles for Outsourcing.....	48
OSU03I08L3V1: Perform Procurement Process	51
OSU04I08L3V1: Apply Sales Order Procedure	54
OSU05I08L3V1: Apply Books of Accounts.....	57
OSU06I08L3V1: Comply with Performance Evaluation Criteria in Finance and Accounting Services Outsourcing (FAO).....	60
OSU07I08L3V1: Make a Presentation	63
Validation of Competency Standard by Standard and Curriculum Validation Committee (SCVC).....	68
Copyright.....	69

Introduction

The National Skills Development Authority (NSDA) aims to enhance an individual's employability by certifying competitiveness 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 skill 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 programmes. "**Finance and Accounting Services Outsourcing**" is selected as one of the priority occupations of **Information and Communication Technology** 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 students enrolled in TVET. Students who successfully pass the assessment will receive a qualification in the National Technical and Vocational Qualification Framework (NTVQF) 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 **Information and Communication Technology** 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 emphasising 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 guide

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

Bangladesh NTVQF with Job Classifications

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

NTVQF Level Descriptors

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

List of Abbreviations

General

NSDA - National Skills Development Authority

ISC – Industry Skills Council

PPP -- Public Private Partnership

SCVC – Standards and Curriculum Validation Committee

CS – Competency Standard

UoC – Unit of Competency

Occupation Specific Abbreviations

MSDS – Material Safety Data Sheet

OSH – Occupational Safety and Health

PPE – Personal Protective Equipment

SOP – Standard Operating Procedures


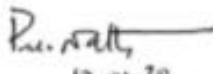
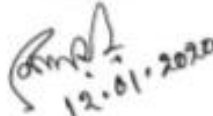
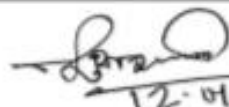
FAO – Finance and Accounting Outsourcing

IT – Information Technology

KPI – Key Performance Indicators

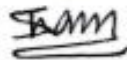
Approval of Competency Standard

Members of the Approval Committee:

Member	Signature
Md. Faruque Hossain Executive Chairman (Secretary) National Skills Development Authority (NSDA)	
Pijush Kanti Nath Additional Secretary Member (Admin & Finance) National Skills Development Authority (NSDA)	 12.01.20
Mohammad Rezaul Karim Additional Secretary Member (Skills Standard & Certification) National Skills Development Authority (NSDA)	 12.01.2020
Md. Abdur Razzaque Joint Secretary Member (Planning & Research) National Skills Development Authority (NSDA)	 12.01.2020



Md. Faruque Hossain
Executive Chairman (Secretary)
National Skills Development Authority (NSDA)
Date: 12.01.2020



**National Competency Standards for National Skills Certificate – III in
Finance and Accounting Services Outsourcing in IT Sector**

Course Structure

SL	Unit Code and Title		UoC Level	Nominal Duration (Hours)
The Generic Competencies				40
1.	GUC04L2V1	Perform Basic IT Skills	1	20
2.	GUC08L4V1	Lead Small Team	3	20
The Sector Specific Competencies				100
1.	SSU01I08L3V1	Apply Occupational Health and Safety (OSH) Practice at Workplace	3	20
2.	SSU02I08L3V1	Type Documents in Bangla and English	3	20
3.	SSU03I08L3V1	Practice Use of Internet and Social Network	3	15
4.	SSU04I08L3V1	Comply with Ethical Standards in IT Workplace	3	25
5.	SSU05I08L3V1	Acquire Soft Skills in Customer Dealing	3	20
The Occupation Specific Competencies				220
1.	OSU01I08L3V1	Interpreted Finance and Accounting Services Outsourcing	3	25
2.	OSU02I08L3V1	Use Accounting Principles for Outsourcing	3	40
3.	OSU03I08L3V1	Perform Procurement Services	3	30
4.	OSU04I08L3V1	Apply Sales Order Procedure	3	30
5.	OSU05I08L3V1	Apply Books of Accounting	3	50
6.	OSU06I08L3V1	Comply With Performance Evaluation Criteria in Finance and Accounting Services Outsourcing	3	25
7.	OSU07I08L3V1	Make a Presentation	3	20
Total Nominal Learning Hours				360

Units & Elements at Glance

The Generic Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GCU01L1V1	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
GCU02L3V1	Lead Small Team	<ol style="list-style-type: none"> 1. Provide team leadership 2. Assign responsibilities 3. Set performance expectations for team members 4. Supervise team performance 	20
Total Nominal Hours			40

The Sector Specific Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SSU01I08L3V1	Apply Occupational Health and Safety (OSH) Practice at Workplace	<ol style="list-style-type: none"> 1. Interpret OSH policies and procedures 2. Follow and conduct OSH practices 3. Comprehend personal health and safety practices 4. Response to emergency situations 	20
SSU02I08L3V1	Type Documents in Bangla and English	<ol style="list-style-type: none"> 1. Install typing applications software of Bangla and English 2. Select appropriate tools and keyboard layout 3. Type document using different style formats 4. Perform touch-typing 	20
SSU03I08L3V1	Practice Use of Internet and Social Network	<ol style="list-style-type: none"> 1. Interpret internet and social network 2. Use audio and video messaging applications. 3. Demonstrate effective use of social network 	15
SSU04I08L3V1	Comply with Ethical Standards in IT Workplace	<ol style="list-style-type: none"> 1. Interpret the interest of clients 2. Deliver quality products and services 3. Demonstrate professionalism in IT Sector 4. Comply workplace code of conduct 	25

SSU05I08L3V1	Acquire Soft Skills in Customer Dealing	<ol style="list-style-type: none"> 1. Understand customer dealing operations 2. Identify soft skills requirements in the workplace 3. Demonstrate required gesture and posture during customer dealing 	20
Total Nominal Hours			100

The Occupation Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (hours)
OSU01I08L3V1	Interpret Finance and Accounting Services Outsourcing (FAO)	<ol style="list-style-type: none"> 1. Describe finance and accounting services outsourcing (FAO) 2. Interpret finance and accounting services outsourcing (FAO) process 3. Interpret finance and accounting outsourcing (FAO) organisational structure 4. Interpret cloud accounting 	25
OSU02I08L3V1	Use Accounting Principles for Outsourcing	<ol style="list-style-type: none"> 1. Outline types of accounting 2. Examine basic features of a business 3. Identify key components of a financial statements 4. Prepare accounting process map 5. Prepare accounting documents 	40
OSU03I08L3V1	Perform Procurement Process	<ol style="list-style-type: none"> 1. Apply sourcing 2. Process invoices and helpdesk 3. Generate procurement reports 	30
OSU04I08L3V1	Apply Sales Order Procedure	<ol style="list-style-type: none"> 1. Manage sales contracts and orders 2. Perform credit control and invoicing 3. Manage accounts receivable and collections 4. Prepare sales report and analysis 	30
OSU05I08L3V1	Apply Books of Accounting	<ol style="list-style-type: none"> 1. Perform general ledger accounting 2. Manage fixed assets 3. Prepare period closing reports 4. Compile treasury reports 5. Develop financial analysis reports 	50
OSU06I08L3V1	Comply with Performance Evaluation Criteria in Finance and Accounting Services Outsourcing (FAO)	<ol style="list-style-type: none"> 1. Identify key performance indicators (KPI) 2. Apply finance accounting performance indicators 3. Use appropriate technology 4. Comply with client's output requirements 	25
OSU07I08L3V1	Make a Presentation	<ol style="list-style-type: none"> 1. Prepare written presentation 2. Identify interview techniques 3. Prepare official presentation 	20
Total Nominal Hours			220

The Generic Competencies

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

Unit Code and Title	GUC04L2V1: Perform Basic IT Skills
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform basic IT skills. It specifically includes – identify and use most commonly used IT tools; operate computer; work with word processing software; use spreadsheet packages to create / prepare worksheets; use presentation packages to create / prepare presentation; print documents; and use internet and access e-mail.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Identify and use most commonly used IT Tools	1.1 Context of IT is interpreted 1.2 Commonly used <u>IT tools</u> are identified 1.3 Safe work practice and OSH Standards are followed
2. Operate Computer	2.1 <u>Peripherals</u> are checked and connected with computer as per standard 2.2 Power cords / adapter are connected with computer and power outlets socket as per standard 2.3 Computer is switched as per standard 2.4 PC <u>desktop / GUI settings</u> are arranged and customized as per requirement 2.5 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement 2.6 Properties of files and folders are viewed and searched 2.7 Disks are defragmented, formatted as per requirement
3. Work with word processing software	3.1 Word Processing software is selected and installed 3.2 Basic typing techniques are demonstrated 3.3 <u>Documents</u> are created as per requirement in

	<p>personal use and office environment</p> <p>3.4 Contents are entered</p> <p>3.5 Documents are formatted</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 are 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</p>

	recipients 7.7 E-mail is read, forwarded, replied and deleted as per requirement 7.8 Custom e-mail folders are created and manipulated 7.9 E-mail messages are printed
Range of Variables	
Variable	Range (may include but not limited to):
1. IT tools	1.1 Phone 1.2 Cell Phone 1.3 TABs 1.4 Computers 1.5 Laptops 1.6 Notebooks 1.7 Internet 1.8 Software
2. Peripherals	2.1 Monitor 2.2 Keyboard 2.3 Mouse 2.4 Modem 2.5 Scanner 2.6 Printer
3. Desktop / GUI settings	3.1 Icons 3.2 Taskbar 3.3 View 3.4 Resolutions
4. Documents	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
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<ul style="list-style-type: none"> 1.1 Followed OSH standard and safe work procedures 1.2 Completed application software installations properly 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	<ul 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

<p>3. Underpinning skills</p>	<p>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</p>
<p>4. Underpinning attitude</p>	<p>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</p>
<p>5. Resource implications</p>	<p>The following resources must be provided: 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</p>
<p>6. Methods of assessment</p>	<p>Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio</p>

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 7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

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

Unit Code and Title	GUC08L4V1: Lead Small Team
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to lead small team. It specifically includes – provide team leadership; assign responsibilities; set performance expectations for team members; and supervised team performance.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Provide team leadership	1.1 <u>Work requirements</u> are identified and presented to team members 1.2 Reasons for instructions and requirements are communicated to team members 1.3 <u>Team members' queries and concerns</u> are recognized, discussed and dealt with
2. Assign responsibilities	2.1 Duties, and responsibilities are allocated having regard to the skills, knowledge and attitudes required to properly undertake the assigned task 2.2 Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs and according to assignment requirements 3.2 Performance expectations are based on individual team members' duties and area of responsibility 3.3 Performance expectations are discussed and directed to implement in the workplace

4. Supervise team performance	<p>4.1 Monitoring of performance are taken place against defined performance criteria and / or assignment instructions and corrective action taken if required</p> <p>4.2 Team members are provided feedback, positive support and advice on strategies to overcome any deficiencies</p> <p>4.3 Performance issues which cannot be rectified or addressed within the team are referenced to appropriate personnel</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on clients' / customers' needs and satisfaction</p> <p>4.5 Team operations are monitored to ensure that employer / client needs and requirements are met</p> <p>4.1 Follow-up communication is provided on all issues affecting the team</p> <p>4.6 All relevant documentation is completed</p>
Range of Variables	
Variable	Range (may include but are not limited to):
1. Work requirements	<p>1.1 Client Profile</p> <p>1.2 Assignment instructions</p>
2. Team member's queries and concerns	<p>2.1 Roster</p> <p>2.2 Shift details</p>
3. Monitoring of performance	<p>3.1 Formal process</p> <p>3.2 Informal process</p>
4. Feedback	<p>4.1 Formal process</p> <p>4.2 Informal process</p> <p>4.3 Sandwich process</p>
5. Performance issues	<p>5.1 Work output</p> <p>5.2 Work quality</p> <p>5.3 Team participation</p> <p>5.4 Compliance with workplace protocols</p> <p>5.5 Safety</p> <p>5.6 Customer service</p>

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	<ul style="list-style-type: none">1.1 Maintained or improved individuals and / or team performance given a variety of possible scenario1.2 Assessed and monitored team and individual performance against set criteria1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and attitude and the needs of the tasks to be performed1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Underpinning knowledge	<ul style="list-style-type: none">2.1 Company policies and procedures2.2 Relevant legal requirements2.3 How performance expectations are set2.4 Methods of Monitoring Performance2.5 Client expectations2.6 Team members' duties and responsibilities
3. Underpinning skills	<ul style="list-style-type: none">3.1 Informal performance counselling skills3.2 Team building skills3.3 Negotiating skills
4. Required attitudes	<ul style="list-style-type: none">4.1 Commitment to occupational health and safety4.2 Promptness in carrying out activities4.3 Sincere and honest to duties4.4 Environmental concerns4.5 Eagerness to learn4.6 Tidiness and timeliness4.7 Respect for rights of peers and seniors in workplace4.8 Communicate with peers and seniors in 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 Tools, equipment and facilities appropriate to processes or activity

	<p>5.3 Materials relevant to the proposed activity</p> <p>5.4 Equipment and outfits appropriate in applying safety measures</p> <p>5.5 Relevant drawings, manuals, codes, standards and reference material</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 centre or in an actual or simulated workplace after completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

The Sector Specific Competencies

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

Unit Code and Title	SSU01I08L3V1: Apply Occupational Health and Safety (OSH) Practices in the Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply occupational health and safety (OHS) practices in the workplace. Its specifically includes – interpret OSH policies and procedures; follow and conduct OSH practices; comprehend personal health and safety practices; and respond to emergency situations.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Interpret OSH policies and procedures	<p>1.1 <u>OSH policies</u> and safe operating procedures are interpreted</p> <p>1.2 Safety signs and symbols are identified and followed</p> <p>1.3 Response, evacuation procedures and other contingency measures are interpreted as per standards</p>
2. Follow and conduct OSH practices	<p>2.1 All safety requirements / regulations are adhered to before, during and after use</p> <p>2.2 <u>Personal Protective Equipment (PPE)</u> is used</p> <p>2.3 Immediate work area is routinely checked for safety hazards prior to starting and during work</p> <p>2.4 Hazards and unacceptable activities are identified, rectified or removed and work is conducted safely according to standard OSH requirement</p> <p>2.5 OSH hazards and incidents in the work area are reported to appropriate personnel according to workplace procedures</p>

3. Comprehend personal health and safety practices	3.1 Common health issues are listed 3.2 Common safety issues hazards and risks are identified 3.3 Hazards and risks assessment and controls are interpreted 3.4 Hazards and risks observed in the work area are reported as per company safety guidelines
4. Response to emergency situations	4.1 Alarms and warning devices are identified. 4.2 <u>Emergency response plans and procedures</u> are comprehended. 4.3 <u>First aid procedures</u> during emergency situations are recalled 4.4 Appropriate responses in an emergency situation are followed
Range of Variables	
Variable	Range (may include but not limited to):
1. Occupational Health and Safety (OSH)policies	1.1 International OHS requirements 1.2 Fire safety rules and regulations
2. Personal protective equipment (PPE)	2.1 Hand gloves 2.2 Safety boots and shoes 2.3 Safety goggles / Eye protector 2.4 Masks 2.5 Apron 2.6 Finger guard 2.7 Hair protector 2.8 Ear guard
3. Emergency response plans and procedures	3.1 Firefighting procedures 3.2 Earthquake response procedures 3.3 Medical and first aid
4. First aid procedure	4.1 Washing of open wound 4.2 Washing chemically infected area 4.3 Applying bandage 4.4 Taking appropriate medicine

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	<ul style="list-style-type: none">1.1 Followed OSH policies and procedures1.2 Responded to fire alarm and earthquake situation1.3 Applied basic first aid procedure
2. Underpinning knowledge	<ul style="list-style-type: none">2.1 Workplace OHS policies and procedures2.2 Work safety procedures2.3 Emergency response procedures:2.4 Fire fighting2.5 Earthquake response2.6 Accident response2.7 Types of hazards and their effects2.8 Biological hazards2.9 Chemical hazards2.10 Physical hazards2.11 OHS awareness
3. Underpinning skills	<ul style="list-style-type: none">3.1 Identifying common health issues in the workplace3.2 Following personal work safety procedure3.3 Reporting hazards and risks3.4 Responding to emergency procedures3.5 Maintaining physical wellbeing in the workplace3.6 Maintaining personal hygiene3.7 Performing first aid activities3.8 Performing basic firefighting using fire extinguishers
4. Underpinning attitudes	<ul style="list-style-type: none">4.1 Commitment to occupational health and safety4.2 Promptness in carrying out activities4.3 Sincere ad honest to duties4.4 Environmental concerns4.5 Eagerness to learn4.6 Tidiness and timeliness4.7 Respect for rights of peers and seniors in workplace4.8 Communication with peers and seniors in 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 Personal Protective Equipment (PPE)5.3 Firefighting equipment

	<p>5.4 Emergency response manual</p> <p>5.5 First aid kits</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 centre or in an actual or simulated work place after Completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

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

Unit Code and Title	SSU02I08L3V1: Type Documents in Bangla and English
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to type document in Bangla and English. It specifically includes – install typing applications software of Bangla and English; select appropriate tools and keyboard layout; type document using different style formats; and perform touch-typing.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables.
1. Install typing application software of Bangla and English	<p>1.1 <u>Typing application software in Bangla</u> are identified and installed</p> <p>1.2 <u>Typing application software in English</u> are identified and installed</p> <p>1.3 Typing tutor software are collected and selected</p> <p>1.4 Specialized Bangla Typing Tutor Software is installed</p>
2. Select appropriate tools and keyboard layout	<p>2.1 Appropriate <u>tools</u> for typing are identified</p> <p>2.2 Appropriate <u>keyboard layout</u> for Bangla typing is selected</p> <p>2.3 Touch typing technique is interpreted</p> <p>2.4 Typing Bangla and English with preferred tools are performed</p>
3. Type document using different style formats	<p>3.1 <u>Style formats</u> are identified for typing documents</p> <p>3.2 Styles in typing document are applied</p>
4. Perform touch-typing	<p>4.1 Error-free typing is performed at a speed of 30–50 wpm in English</p> <p>4.2 Error-free typing is performed at a speed of 20–40 wpm in Bangla</p>

Range of Variables	
Variable	Range (may include but not limited to):
1. Typing application software in Bangla	1.1 Avro 1.2 Bijoy Bangla 1.3 Easy Bangla Typing for Android 1.4 Bengali Typing Tutor 1.5 Bhasha Shoinik 1.6 Bengali typing software
2. Typing application software in English	2.1 Typing Master 2.2 Rapid Typing Tutor 2.3 Typing Tutor
3. Tools	3.1 Keyboard 3.2 Optical keyboard 3.3 Mouse for onscreen typing 3.4 Touch screen 3.5 Microphone for voice typing
4. Keyboard layout	4.1 Avro Easy 4.2 Avro Phonetic 4.3 Bijoy 4.4 Bijoy Unicode 4.5 Bornona 4.6 Munir_Optima_uni 4.7 National (Jatio) 4.8 Probhat (semi phonetic)
5. Style formats	5.1 Filenames 5.2 Hyperlinks 5.3 Page layout 5.4 Word styles – ValleyView templates 5.5 Borders, lines and outlines 5.6 Graphics and tables 5.7 Fonts style, size and formats
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	1.1 Identified appropriate tools for typing 1.2 Selected appropriate keyboard layout for Bangla typing 1.3 Performed Bangla and English typing with preferred tools and typing speed at least 30 and 40 wpm respectively
2. Underpinning knowledge	2.1 Installing typing software 2.2 Information on typing tools and keyboard layout 2.3 Style format
3. Underpinning skills	3.1 Installing typing software to work with Bangla 3.2 Typing with preferred keyboard layout 3.3 Applying style formats on documents 3.4 Performing touch-typing
4. Underpinning attitudes	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 Workplace (simulated or actual) 5.2 Environment on internet 5.3 Popular browsers 5.4 Course materials 5.5 Laptops / computers 5.6 Projector
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio

7. Context of assessment	7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

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

Unit Code and Title	SSU03I08L3V1: Practice Use of Internet and Social Network
Unit Descriptor	This unit covers the knowledge, skills and attitude required to practice use of internet and social network. It specifically includes – interpret internet and social network; use audio and video messaging applications; and demonstrate use of social network.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Interpret internet and social network	1.1 Internet is interpreted and used 1.2 <u>Social networks</u> are identified and used
2. Use audio and video messaging applications	2.1 <u>Audio application</u> and <u>video application</u> are identified and applied 2.2 Video conferencing with appropriate application is performed 2.3 Audio conferencing with appropriate application is performed
3. Demonstrate effective use of social network	3.1 Creating account on <u>social network</u> is performed 3.2 Effective use of social network is performed
Range of Variables	
Variable	Range (may include but not limited to):
1. Video application	1.1 Skype 1.2 IMO 1.3 Facebook Messenger 1.4 Whatsapp 1.5 Viber 1.6 ooVoo

	<ul style="list-style-type: none"> 1.7 TokBox 1.8 WebEx Meeting Center (paid) 1.9 AT&T Connect (paid)
2. Audio application	<ul style="list-style-type: none"> 2.1 Uber Conference 2.2 FreeConferenceCall 2.3 Wiggio 2.4 Speek 2.5 Rondee 2.6 JoinMe 2.7 GoogleVoice
3. Social networks	<ul style="list-style-type: none"> 3.1 Facebook 3.2 Twitter 3.3 LinkedIn 3.4 Youtube 3.5 Google Plus 3.6 WAYN 3.7 Flickr 3.8 Fotki 3.9 DeviantArt 3.10 DailyBooth 3.11 Zooppa 3.12 Xing
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<ul style="list-style-type: none"> 1.1 Performed audio conference efficiently 1.2 Arranged video conference with appropriate application successfully 1.3 Used social network effectively
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Using online audio, video messaging applications 2.2 Social media
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Arranging audio / video conference 3.2 Using social network

4. Underpinning attitudes	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 Workplace (simulated or actual) 5.2 Environment on internet 5.3 Popular browsers 5.4 Audio-video chatting apps 5.5 Course materials 5.6 Laptops / computers 5.7 Projector
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Demonstration 6.2 Oral questioning 6.3 Written test 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

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

Unit Code and Title	SSU04I08L3V1: Comply with Ethical Standards in IT Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to comply with ethical standards in IT workplace. It specifically includes – interpret the interest of clients; deliver quality products and services; demonstrate professionalism in IT sector; and comply workplace code of conduct
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Interpret the interest of clients	1.1 Client’s view is interpreted and respected 1.2 Confidentiality of information is upheld in accordance with organizational policies, <u>national legislation</u> and workplace policies 1.3 Potential conflicts of interests are identified and informed to proper authority
2. Deliver quality products and services	2.1 Benchmark of product and service quality is identified 2.2 Need of quality product and service delivery is interpreted 2.3 Quality process to develop quality products and services is implemented following Industry and international standards
3. Demonstrate professionalism in IT sector	3.1 Agreed standards to deliver product or services are followed and commitment to deadlines is honoured 3.2 Professional image in the workplace is projected 3.3 Clients are negotiated effectively
4. Comply workplace code of conduct	4.1 IT security compliance is achieved 4.2 Workplace code of conduct is interpreted 4.3 Code of conduct is followed as stated in company guidelines in the workplace

Range of Variables	
Variable	Range (may include but not limited to):
1. National Legislation	1.1 Industry / sector code of ethics 1.2 International and national guidelines for consumer protection 1.3 International and national copyright laws 1.4 Occupational health and safety requirements 1.5 Intellectual property rights law 1.6 Legal and regulatory policies in the information technology sector 1.7 Fire safety rules and regulations
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	1.1 Complied to client's satisfaction 1.2 Demonstrated professionalism in the workplace 1.3 Followed workplace code of conduct
2. Underpinning knowledge	2.1 Details of professional code of conduct in the workplace 2.2 Industry and international standards
3. Underpinning skills	3.1 Complying client's satisfaction 3.2 Interpreting quality product and services 3.3 Demonstrating professionalism in the workplace 3.4 Maintaining workplace code of conduct
4. Underpinning attitudes	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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (actual or simulated) 5.2 Personal computer and peripherals 5.3 Software 5.4 Projector
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> 6.1 Demonstration 6.2 Oral questioning 6.3 Written test 6.4 Portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in a training centre 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>	

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

Unit Code and Title	SSU05I08L3V1: Acquire Soft Skills in Customer Dealing
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to acquire soft skills in customer dealing. It specifically includes – understand customer dealing operations; identify soft skills requirements in the workplace; and demonstrate required gesture and posture during customer dealing.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Understand customer dealing operations	1.1 Customer dealing operation is interpreted 1.2 Duties of a customer service executive are identified 1.3 <u>Customer dealing skills</u> are interpreted
2. Identify soft skills requirements in the workplace	2.1 Meaning of <u>soft skills</u> is clearly stated and key components are listed 2.2 Soft skill requirements are identified in the workplace with specific emphasis on situational requirements
3. Demonstrate required gesture and posture during customer dealing	3.1 Importance of body language and posturing during customer interactions is summarised 3.2 Dos and don'ts of body language during customer interaction are recognised
Range of Variables	
Variable	Range (may include but not limited to):

1. Customer dealing skills	<ul style="list-style-type: none"> 1.1 Patience 1.2 Attentiveness 1.3 Clear communication skill 1.4 Knowledge of the product 1.5 Ability to use “positive language” 1.6 Acting skill 1.7 Time management skill 1.8 Ability to “read” customers 1.9 A claiming presence 1.10 Goal-oriented focus 1.11 Ability to handle surprises 1.12 Persuasion skills 1.13 Tenacity 1.14 Closing ability 1.15 Willingness to learn
2. Soft skills	<ul style="list-style-type: none"> 2.1 Personality traits 2.2 Social grace 2.3 Facility with language 2.4 Friendliness 2.5 Personal habits 2.6 Optimism 2.7 Teamwork 2.8 Time management 2.9 Stress management 2.10 Responsibility 2.11 Self-esteem 2.12 Sociability 2.13 Self-management 2.14 Communication & negotiation
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<ul style="list-style-type: none"> 1.1 Identified duties of a customer dealing agent 1.2 Applied soft skills at work 1.3 Demonstrated required gesture and posture at work

2. Underpinning knowledge	2.1 Scope and structure of customer dealing 2.2 Duties of a call centre agent 2.3 Soft skills techniques 2.4 Required gesture and posture for an agent
3. Underpinning skills	3.1 Interpreting customer dealing skills 3.2 Applying soft skills at workplace 3.3 Demonstrating required gesture and posture at workplace
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 Workplace (simulated or actual) 5.2 Environment on internet 5.3 Course materials 5.4 Laptops / computers 5.5 Projector
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Oral questioning 6.3 Demonstration 6.4 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

The Occupation Specific Competencies

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

Unit Code and Title	OSU01I08L3V1: Interpret Finance and Accounting Services Outsourcing (FAO)
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to interpret finance and accounting services outsourcing. It specifically includes – describe finance and accounting services outsourcing; interpret finance and accounting services outsourcing process; interpret finance and accounting outsourcing organizational structure; and interpret cloud accounting.
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Describe finance and accounting services outsourcing	1.1 Background of finance and accounting service outsourcing (FAO) industry is explained 1.2 Scope of finance and accounting outsourcing (FAO) industry is identified 1.3 Role and responsibilities of finance and accounting personnel for outsourcing services are described
2. Interpret finance and accounting services outsourcing process	2.1 <u>Key aspects of Finance and accounting services outsourcing (FAO)</u> are described 2.2 <u>Finance and accounting services outsourcing (FAO)</u> are described 2.3 Standard operating processes in finance and accounting outsourcing (FAO) are interpreted
3. Interpret finance and accounting outsourcing (FAO) organisational structure	3.1 Model and structure of finance and accounting outsourcing (FAO) organisations is identified and described 3.2 Ethical and legal aspects of finance and accounting outsourcing (FAO) are identified and interpreted

4. Interpret cloud accounting	<p>4.1 Cloud computing is described</p> <p>4.2 Common cloud accounting platforms are identified</p> <p>4.3 Common <u>cloud accounting platforms</u> are interpreted</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. Key aspects of finance and accounting services outsourcing (FAO)	<p>1.1 Client</p> <p>1.2 Account structure</p> <p>1.3 Accounting platform</p> <p>1.4 Service provider</p> <p>1.5 Data security</p>
2. Finance and accounting outsourcing (FAO) services	<p>2.1 Procure to pay</p> <p>2.2 Order to cash</p> <p>2.3 Record to report</p>
3. Cloud accounting platforms	<p>3.1 QuickBooks</p> <p>3.2 Xero</p> <p>3.3 Fresh Books</p> <p>3.4 Kashoo</p> <p>3.5 Outright</p>
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>1.1 Identified FAO processes</p> <p>1.2 Identified and explained model and structure of FAO organisations</p> <p>1.3 Identified cloud accounting platforms</p>
2. Underpinning knowledge	<p>2.1 Background and basis of FAO</p> <p>2.2 Ethical and legal aspects of FAO</p> <p>2.3 Model and structure of FAO organisations</p> <p>2.4 Platforms for cloud accounting</p>
3. Underpinning skills	<p>3.1 Identifying FAO processes</p> <p>3.2 Identifying and explaining model and structure of FAO organisations</p> <p>3.3 Identifying cloud accounting platforms</p>

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 Communicate with peers and seniors in workplace
5. Resource implications	The following resources must be provided: 5.1 Workplace (actual or simulated) 5.2 Computer / laptop / notebook with internet connection 5.3 Software 5.4 Chat platform 5.5 Projector 5.6 Stationary 5.7 Learning manual
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Demonstration 6.2 Oral questioning 6.3 Written test 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training centre 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>	

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

Unit Code and Title	OSU02I08L3V1: Use Accounting Principles for Outsourcing
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use accounting principles for outsourcing. It specifically includes – outline types of accounting; examine basic features of a business; identify key components of financial statements; prepare accounting process map; and prepare accounting documents.
Nominal Hours	45 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Outline types of accounting	1.1 Types of accounting are identified and described 1.2 Financial and management accounting is defined 1.3 Basic principles of accounting practice are identified
2. Examine basic features of a business	2.1 Basic features of a business entity are identified 2.2 Features of a business entity are described 2.3 Stakeholders of business are identified 2.4 Basic business <u>financial transactions</u> are interpreted
3. Identify key components of financial statements	3.1 Purpose and characteristics of financial statements are identified and explained 3.2 <u>Key components of financial statements</u> are identified 3.3 Appropriate assumptions are identified and described
4. Prepare accounting process map	4.1 Accounting cycle is identified and defined 4.2 Business plan is developed and budget prepared 4.3 Accruals and cash basis gap are identified 4.4 Internal and external compliance maps are determined 4.5 Financial authority map is identified

5. Prepare accounting documents	5.1 Basic accounting documents are identified 5.2 Accounting documents are described 5.3 Relevant accounting documents are employed as per job requirement 5.4 Accounting documents and other financial transaction records are prepared
Range of Variables	
Variable	Range (may include but not limited to):
1. Financial transactions	1.1 Single entry 1.2 Double entry
2. Key components of financial statements	2.1 Statement of financial position / Balance Sheet 2.2 Profit and loss account 2.3 Statement of changes in equity 2.4 Statement of cash flow 2.5 Notes to the financial statement
3. Basic accounting documents	3.1 Voucher 3.2 Invoice 3.3 Memo
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	1.1 Identified accounting cycles 1.2 Examined basic features of a business 1.3 Identified key components of a financial statements 1.4 Develop business plan and prepared budget
2. Underpinning knowledge	2.1 Types of accounting 2.2 Accounting cycles 2.3 Internal and external compliance processes 2.4 Purpose of financial authority 2.5 Key components of financial statements 2.6 Appropriate assumptions when preparing financial statement 2.7 Relevant VAT & TAX issues 2.8 Job Costing
3. Underpinning skills	3.1 Identifying different accounting types and cycles 3.2 Identifying main features of a business entity 3.3 Identifying key components of financial statements 3.4 Identifying and interpreting accounting process

	<p>3.5 Planning accounting process including compliance and authority</p> <p>3.6 Identifying accrual and cash basic gap</p> <p>3.7 Preparing accounting documents and financial transaction record</p>
4. Underpinning attitude	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Promptness in carrying out activities</p> <p>4.3 Sincere and honest to duties</p> <p>4.4 Environmental concerns</p> <p>4.5 Eagerness to learn</p> <p>4.6 Tidiness and timeliness</p> <p>4.7 Respect for rights of peers and seniors in workplace</p> <p>4.8 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 Computer / laptop / notebook with internet</p> <p>5.3 Software and projector</p> <p>5.4 Stationary and Learning manual</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 centre or in an actual or simulated work place after completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

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

Unit Code and Title	OSU03I08L3V1: Perform Procurement Process
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform procurement process. It specifically includes – apply sourcing; process invoices and helpdesk; and generate procurement report.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1 Apply sourcing	1.1 Sourcing is defined 1.2 Vendor management process is applied 1.3 Purchase order (PO) is processed 1.4 Day-to-day purchases are carried out 1.5 Master data management is utilised
2 Process invoices and helpdesk	2.1 Scanning, indexing and coding process is applied 2.2 E-invoice is created and saved 2.3 VAT and Tax rules are applied 2.4 Invoice is posted 2.5 Vendor helpdesk tasks are performed
3 Generate procurement reports	3.1 Procurement reports are identified 3.2 Cost savings tracking report is generated 3.3 Month-end accruals are reported 3.4 Spend analysis is prepared
Range of Variables	
Variable	Range (may include but not limited to):
1. Sourcing	1.1 Vendor management 1.2 Purchase Order (PO) management 1.3 Data management

2. Vendor helpdesk tasks	<ul style="list-style-type: none"> 2.1 Dealing with refund claim 2.2 Dealing with employee claim (expense reimbursement) 2.3 Payment run 2.4 Disbursement 2.5 Discounting
3. Procurement reports	<ul style="list-style-type: none"> 3.1 Cost savings tacking report 3.2 Month-end reports 3.3 Spend analysis report 3.4 Supplier cumulative report
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<ul style="list-style-type: none"> 1.1 Applied sourcing 1.2 Processed invoices 1.3 Carried out helpdesk duties 1.4 Generated procurement reports
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Vendor management 2.2 Purchase Orders (PO) 2.3 Letter of Credit (LC)
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Applying sourcing 3.2 Processing invoices 3.3 Carrying out helpdesk duties 3.4 Generating procurement reports
4. Underpinning attitude	<ul 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 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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (actual or simulated) 5.2 Computer / laptop / notebook 5.3 Internet 5.4 Software 5.5 Chat platform

	5.6 Projector 5.7 Stationary 5.8 Learning manual
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training centre 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>	

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

Unit Code and Title	OSU04I08L3V1: Apply Sales Order Procedure
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply sales order procedure. It specially includes – manage sales contracts and orders; perform credit control and invoicing; manage accounts receivable and collections; and prepare sales report and analysis.
Nominal Hours	35 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Manage sales contracts and orders	1.1 Sales contracts are interpreted and prepared 1.2 Catalogues are managed 1.3 <u>Order confirmation steps</u> are followed and order is tracked and validated 1.4 Inventory management process is applied 1.5 Customer database is managed
2. Perform credit control and invoicing	2.1 Client credit is analysed 2.2 Billing is carried out and invoice adjustments are made 2.3 Discounts and allowances are applied 2.4 VAT and tax are applied accordingly
3. Manage accounts receivable and collections	3.1 Collection process is monitored 3.2 Unallocated payments and exceptions are managed 3.3 Collection reconciliation is made 3.4 Discounts are applied 3.5 Dunning letters are posted and payment follow-up is made 3.6 Collection reporting and analysis is completed

4. Prepare sales report and analysis	4.1 Sales trend analysis is made 4.2 Revenue forecast report is prepared 4.3 Cash management analysis is completed 4.4 Budgeting and planning for sales is carried out 4.5 Month-end report is prepared
Range of Variables	
Variable	Range (may include but not limited to):
1. Order confirmation steps	1.1 Enter order 1.2 Review order 1.3 Release order
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	1.1 Managed contracts and orders 1.2 Applied credit controls and issued invoices 1.3 Managed accounts receivable and collections 1.4 Prepared sales report and conducted analysis
2. Underpinning knowledge	2.1 Sales contracts 2.2 Inventory management 2.3 Discounting 2.4 VAT & tax implications and requirements 2.5 Budgeting and planning
3. Underpinning skills	3.1 Managing contracts and orders 3.2 Applying credit controls and invoicing 3.3 Managing accounts receivable and collections. 3.4 Preparing sales report and analysis
4. Underpinning attitudes	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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (actual or simulated) 5.2 Workplace (simulated or actual) 5.3 Computer / laptop / notebook with internet connection 5.4 Software 5.5 Projector 5.6 Stationary 5.7 Learning manual
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 6.4 Portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in a training centre 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>	

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

Unit Code and Title	OSU05I08L3V1: Apply Books of Accounts
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply books of accounts. It specifically includes - perform general ledger accounting; managed fixed assets; prepare periodic closing reports; compile treasury reports; and develop financial analysis reports.
Nominal Hours	50 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Perform general ledger accounting	1.1 Journal entries are made correctly 1.2 Pre-payment and adjustment entries are posted 1.3 Period end accrual entries are made 1.4 Reconciliations are made
2. Manage fixed assets	2.1 <u>Fixed assets management issues</u> are identified and applied 2.2 Work-in-progress is reviewed and capitalised 2.3 Depreciation is run and posted
3. Prepare period closing reports	3.1 Sub-ledgers are reconciled and closed 3.2 Accruals are reviewed 3.3 Final adjustment journal entries are posted 3.4 Trial balance is generated 3.5 Periodic income statement and balance sheet are released 3.6 Statutory reports are prepared
4. Compile treasury reports	4.1 Cash management and forecasting report is compiled 4.2 Bank reconciliation report is prepared 4.3 Debt management report is prepared 4.4 Analysis and reports are prepared for hedging

5. Develop financial analysis reports	5.1 Financial planning and analysis reports are prepared 5.2 Management report is prepared 5.3 Budgeting and analysis are made 5.4 Business Reporting Language (BRL) tagging and filing are applied 5.5 Generally accepted accounting principles (GAAP) and International Financial Reporting Standards (IFRS) transmission process are interpreted
Range of Variables	
Variable	Range (may include but not limited to):
1. Fixed assets management issues	1.1 Additions 1.2 Disposals 1.3 Transfers 1.4 Depreciation 1.5 Physical verification
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	1.1 Performed general ledger accounting 1.2 Prepared period closing reports 1.3 Compiled treasury reports 1.4 Developed financial analysis reports
2. Underpinning knowledge	2.1 Fixed asset management 2.2 Depreciation 2.3 XBRL tagging 2.4 GAAP 2.5 IFRS
3. Underpinning skills	3.1 Performing general ledger accounting 3.2 Managing fixed assets 3.3 Preparing period closing reports 3.4 Compiling treasury reports 3.5 Developing financial analysis reports
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

	<p>4.5 Eagerness to learn</p> <p>4.6 Tidiness and timeliness</p> <p>4.7 Respect for rights of peers and seniors in workplace</p> <p>4.8 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 Computer / laptop / notebook with internet connection</p> <p>5.3 Software</p> <p>5.4 Dialler</p> <p>5.5 Chat platform</p> <p>5.6 CRM</p> <p>5.7 Projector</p> <p>5.8 Stationary</p> <p>5.9 Learning manual</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 centre or in an actual or simulated work place after completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified 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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

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

Unit Code and Title	OSU06I08L3V1: Comply with Performance Evaluation Criteria in Finance and Accounting Services Outsourcing (FAO)
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to comply with performance evaluation criteria in FAO. It specifically includes – identify key performance indicators (KPI); apply finance accounting performance indicators; use appropriate technology; and comply with client’s output requirements.
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Identify key performance indicators (KPI)	1.1 Relevant sector outlook is analysed 1.2 Client’s <u>performance indicators</u> are identified and verified 1.3 Financial performance outcomes are measured 1.4 Data security and confidentiality law is interpreted
2. Apply finance accounting performance indicators	2.1 Accounting process is reviewed and revised, if necessary 2.2 <u>Critical area analysis</u> is carried out and recorded. 2.3 Financial and non-financial model of reporting are implemented
3. Use appropriate technology	3.1 Client’s technology requirement is examined 3.2 Client’s required technology is selected 3.3 Client’s resource management capacity is examined 3.4 Appropriate technology for client is employed 3.5 Selected technology is utilised as per standard operating procedure

4. Comply with client's output requirements	4.1 Client's operational model is identified 4.2 Operational model is implemented 4.3 Service delivery model is interpreted 4.4 Service delivery model is implemented 4.5 Financial accounting service is evaluated
Range of Variables	
Variable	Range (may include but not limited to):
1. Performance indicators	1.1 Performance framework 1.2 Business function overview 1.3 Stakeholder analysis
2. Critical area analysis	2.1 Financial performance management mechanism 2.2 Financial accounting 2.3 Cost accounting 2.4 Management accounting
3. Operational model	3.1 Technology alignment process 3.2 Training and development 3.3 Turn-around time 3.4 Data flow resource plan
4. Service delivery model	4.1 Key compliance areas 4.2 Service need analysis 4.3 Service delivery preferences 4.4 Technology and service delivery
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	1.1 Applied finance accounting performance indicators 1.2 Used appropriate technology 1.3 Complied client's output requirements
2. Underpinning knowledge	2.1 Key performance indicators (KPI) 2.2 Critical area analysis 2.3 Operational models 2.4 Service delivery models
3. Underpinning skills	3.1 Interpreting key performance indicators 3.2 Applying finance accounting performance indicators 3.3 Using appropriate technology 3.4 Complying client's output requirements

<p>4. Underpinning attitude</p>	<p>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</p>
<p>5. Resource implications</p>	<p>The following resources must be provided: 5.1 Workplace (actual or simulated) 5.2 Computer / laptop / notebook with internet connection 5.3 Software 5.4 Dialler 5.5 Headset 5.6 Chat platform 5.7 Projector 5.8 Stationary and learning manuals</p>
<p>6. Methods of assessment</p>	<p>Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio</p>
<p>7. Context of assessment</p>	<p>7.1 Competency assessment must be done in a training centre 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>
<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 any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

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

Unit Code and Title	OSU07I08L3V1: Make a Presentation
Unit Code	SEIP-ITPCS3003A1
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to make a presentation. It specifically includes – prepare written presentation; identify interview techniques; and prepare official presentation.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Prepare written presentation	1.1 Personal written presentation matters and requirements are identified 1.2 Standard resume writing techniques are identified and applied 1.3 Standard cover letter points are clearly explained and prepared 1.4 Portfolio is created on professional social media
2. Identify interview techniques	2.1 <u>Types of interviews</u> are identified and explained 2.2 Interview skills are identified and described 2.3 Interview guidelines are followed 2.4 Interview skills are demonstrated
3. Prepare official presentation	3.1 <u>Presentation media</u> is identified 3.2 Presentation plan is outlined 3.3 Office presentation is prepared
Range of Variables	
Variable	Range (may include but not limited to):

1. Types of interviews	<ul style="list-style-type: none"> 1.1 Written 1.2 Oral <ul style="list-style-type: none"> 1.2.1 One-on-one 1.2.2 Group 1.2.3 Telephone 1.2.4 Online 1.3 Demonstration
2. Presentation media	<ul style="list-style-type: none"> 2.1 Board 2.2 Poster paper 2.3 Slides 2.4 Photographs 2.5 Audio 2.6 Video 2.7 Website
<p>Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.</p>	
1. Critical Aspects of Competency	<ul style="list-style-type: none"> 1.1 Created personal written presentation 1.2 Applied different techniques to interview 1.3 Prepared official presentation
2. Underpinning Knowledge	<ul style="list-style-type: none"> 2.1 Prepare Curriculum Vitae / Resume 2.2 Prepare cover letter 2.3 Prepare presentation
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Creating personal written presentation 3.2 Identifying interview techniques 3.3 Preparing for different types of interviews 3.4 Developing official presentation
4. Underpinning attitudes	<ul 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 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

<p>5. Resource implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (actual or simulated) 5.2 Computer / laptop / notebook 5.3 Internet 5.4 Software 5.5 Projector 5.6 Stationary 5.7 Learning manual
<p>6. Methods of assessment</p>	<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 6.4 Portfolio
<p>7. Context of assessment</p>	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in a training centre 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>	

=====XXXXXXXXXXXXXXXXX=====

Experts Involved

Industry and subject matter experts who provided their valuable inputs to develop this Competency Standard (Mar– Apr, 2018):

Name	Organisation	Designation
Mr. Towhid Hossain	BACCO Fifo Technology Ltd.	Secretary General, Managing Director and CEO
Mr. Syed Asif Aziz	BACCO-SEIP	ACCA, CPA, CGA and Academic Expert FAO
Mr. Mokhlesur Rahman	Edison Group	Head of Corporate Planning & Audit Division, FCMA
Mr. Syed Nahid Hossain	BACCO-SEIP	Coordinator (F & P)
Mr. Mohammad Jashim Uddin	British Council - SD03	Manager Finance
Mr. David King	British Council - SD03	Team Leader
Mr. Mahbub Ul Huda	British Council - SD03	National Subject Matter Consultant - IT Sector

Development workshop

Working group formation and competency standard development participants (26th April 2018)

Name	Organisation	Designation
Mr. Syed Asif Aziz	BACCO-SEIP	ACCA, CPA, CGA and Academic Expert FAO
Mr. Mokhlesur Rahman	Edison Group	Head of Corporate Planning & Audit Division, FCMA
Lt. Col. Md. Mahtabul Haq, PSC (Retd.)	BACCO-SEIP	Chief Coordinator
Mr. Mohammad Jashim Uddin	British Council - SD03	Manager Finance
Mr. Syed Nahid Hossain	BACCO-SEIP	Coordinator (F & P)
Dr. Md. Shah Alam Mojumder	BTEB	Specialist (Course Accreditation)
Mr. Syed Nasir Ershad	SEIP	AEPD (Public 1)
Dr. Wazed Ali	British Council - SD03	Deputy Team Leader
Mr. Mahbub Ul Huda	British Council - SD03	National Subject Matter Consultant - IT Sector

Validation Workshop

Competency Standards validation workshop participants (24th May 2018):

Name	Organisation	Designation
Mr. Towhid Hossain	BACCO Fifo Technology Ltd.	Secretary General, Managing Director and CEO
Mr. Syed Asif Aziz	BACCO-SEIP	ACCA, CPA, CGA and Academic Expert FAO
Mr. Mokhlesur Rahman	Edison Group	Head of Corporate Planning & Audit Division, FCMA
Mr. Mohsena Khanom	BD Com Online Ltd.	Business Analyst & Freelance Finance Consultant
Mr. Md. Rafiuddin Haque	ACCA Bangladesh	Assistant Business Development Manager
Lt. Col. Md. Mahtabul Haq, PSC (Retd.)	BACCO-SEIP	Chief Coordinator
Mr. Shorab Sabbir	BACCO-SEIP	Job Placement Coordinator
Mr. Syed Nasir Ershad	SEIP	AEPD (Public 1)
Mr. Md. Ahsan Habib	SEIP	TVET Specialist
Mr. Mohiuzzaman	SEIP	Course Specialist
Engr. Md. Abdur Razzaque	SEIP - BTEB	Specialist-1 (Competency Standards.)
Mr. David King	British Council - SD03	Team Leader
Mr. Mahbub UI Huda	British Council - SD03	National Subject Matter Consultant - IT Sector

Validation of Competency Standard by Standard and Curriculum Validation Committee (SCVC)

The Competency Standards for National Skills Certificate in **Finance and Accounting Services Outsourcing, NTVQF L-III** Qualification is validated by SCVC on 06 November 2019 and approved by NSDA.

Respectable members of the SCVC:

Finance and Accounting Services Outsourcing, Level - III		
1	Mr. Shafquat Haider, Chairman, ICT ISC, CIPROCO Computers Ltd., Dhaka. Mobile: +88 01711 532597, E-mail: ciproco@gmail.com	Chairperson
2	Pijush Kanti Nath, Additional Secretary, Member(Admin & Finance), NSDA	Chief Guest
3	Mr. Tapan Krisna Podder, FCA, Chairman, Alliance Financial Services Ltd. Cell: 01713048685, E-mail: podder_tapan@yahoo.com	Member
4	Mr. K. Atique-E-Rabbani, FCA, Managing Director, The Computers Ltd. Cell: 01711538673, E-mail: atique.rabbani@gmail.com	Member
5	Mr. Muhammad Mahmudul Hoq, FCA, Chief Financial Officer, Excel Technologies Ltd. Cell: 017980007104, E-mail: cfo@excelbd.com	Member
6	Md. Hasnat Sudruddin Roomi, FCA, Chief Financial Officer, Blue Planet Group, Cell: 01911770303, E-mail: hasnatroomi@yahoo.com	Member
7	Md. Mahtabul Haq, Chief Coordinator, SEIP-Bacco. Cell: 01999924230, Email: cc.seip@bacco.org	Member
8	S M Mahbub Alam, Director (Administration & Finance), NSDA. Cell: +880 01712149798, Email: smmahbub@gmail.com	Member
9	Mr. Saifuddin, Process Expert (CS and Curriculum) Cell: 01723004419, Email: enrbd.saif@gmail.com	Member
10	Mr. Mohsena Khanom, Business Analyst & Freelance Finance Consultant, BD Com Online Ltd. Cell: +8801552425947, +88 01716153027 E-mail: duroto87@gmail.com	Member
11	Md. Quamruzzaman, Director (Skills Standard), NSDA, Tel: +880 28891097, Email: qzaman40@yahoo.com	Member
12	Mahbub Ul Huda, Curriculum Coordinator (Consultant), NSDA, Cell: 01735490491, Email: huda73@gmail.com	Facilitator

Copyright

This Competency Standard for **Finance and Accounting Services Outsourcing** 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 for individuals who graduated through the established standard via competency-based assessment to be suitably qualified for a relevant job.

This document is owned by the National Skills Development Authority (NSDA) of the People's Republic of Bangladesh, developed in association with **Information and Communication Technology** Industry Skills Council (ISC).

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

Other interested parties must obtain permission from the owner of this document for reproduction of information in any manner, in whole or in part, of this Competency Standard, in English or other language.

This document is available from:

National Skills Development Authority (NSDA)

423-428 Tejgaon Industrial Area, Dhaka-1215

Phone: +880 2 8891091; Fax: +880 2 8891092; E-mail: ecnsda@nsda.gov.bd

Website: www.nsga.gov.bd