



COMPETENCY STANDARD FOR MID-LEVEL MANAGEMENT FOR RMG

Level: 4

(RMG & Textile Sector)

Competency Standard Code: CS-RMGT-MLM-L4-EN-V1



**National Skills Development Authority
Chief Advisor's Office
Government of the People's Republic of Bangladesh**

Copyright

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This Competency Standard for Mid-Level Management for RMG 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 developed by NSDA in association with RMG and Textile Sector, 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. **"Mid-Level Management for RMG"** is selected as one of the priority occupations of RMG and 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 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 RMG and Textile 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 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.

**Competency Standards for National Skill Certificate, Level-4 in
Mid-Level Management for RMG in RMG and 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

CS	Competency Standard
ISC	Industry Skills Council
NSDA	National Skills Development Authority
NSQF	National Skills Qualifications Framework
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment
SCVC	Standards and Curriculum Validation Committee
STP	Skills Training Provider
SOP	Standard Operating Procedure
UoC	Unit of Competency

Approved by
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**Competency Standards for National Skill Certificate, Level-4 in
Mid-Level Management for RMG in RMG and Textile Sector**

Course Structure

SL No	Unit code and Title		UOC Level	Nominal (hours)
Generic Units of Competencies				
1.	GU-02-L1-V1	Apply Occupational Health and Safety (OSH) Practices at Workplace	1	15
2.	GU-02-L2-V1	Carry out Workplace Interaction	2	15
3.	GU-01-L3-V1	Apply Basic IT Skills	3	20
Sub Total				50
Sector Specific Units of Competencies				
4.	SU-RMGT-01-L2-V1	Recognize the RMG Business Scenario	2	15
Sub Total				15
Occupation Specific Units of Competencies				
5.	OU-RMGT-MLM-01-L4-V1	Make Garments	4	60
6.	OU-RMGT-MLM-02-L4-V1	Develop Plan and Schedule	4	30
7.	OU-RMGT-MLM-03-L4-V1	Perform Technical Activities for Production	4	40
8.	OU-RMGT-MLM-04-L4-V1	Carry out Leadership in the Workplace	4	25
9.	OU-RMGT-MLM-05-L4-V1	Resolve Conflict and Assess Risk	4	25
10.	OU-RMGT-MLM-06-L4-V1	Evaluate Production Performance	4	25
Sub Total				205
Workplace visit				20
Total Duration				290

Units & Elements at Glance

Generic Units of Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GU-02-L1-V1	Apply Occupational Health and Safety (OSH) Practices at Workplace	<ol style="list-style-type: none"> 1. Identify, control and report OSH hazards 2. Conduct work safety 3. Follow emergency response procedures 4. Maintain and improve health and safety in the workplace 	15
GU-02-L2-V1	Carry out Workplace Interaction	<ol style="list-style-type: none"> 1. Interpret workplace communication and etiquette. 2. Interpret Workplace Documents. 3. Participate in workplace meetings and discussions 4. Practice professional ethics at work. 	15
GU-01-L3-V1	Apply 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 spread sheet to create /prepare worksheets. 5. Use presentation packages to create / prepare presentation 6. Print the documents 7. Use the Internet and Access E-Mail. 	20
Total Hours			50

Sector Specific Units of Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SU-RMGT-01-L4-V1	Recognize the RMG Business Scenario	1. Examine the background of RMG sector 2. Identify main industries within RMG sector 3. Identify prime local and export markets	15
Total hours			15

Occupation Specific Units of Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
OU-RMGT-MLM-01-L4-V1	Make Garments	<ol style="list-style-type: none"> 1. Interpret Operation Flow Chart of Garments 2. Prepare for Garments Making 3. Adjust and operate sewing machines 4. Make garments 	60
OU-RMGT-MLM-02-L4-V1	Develop Plan and Schedule	<ol style="list-style-type: none"> 1. Interpret organizational goals 2. Perform planning and scheduling 	30
OU-RMGT-MLM-03-L4-V1	Perform Technical Activities for Production	<ol style="list-style-type: none"> 1. Perform Pre-production and Production Activities 2. Practice Industrial Engineering 3. Work for Quality 4. Carryout Maintenance Activities 	40
OU-RMGT-MLM-04-L4-V1	Carry out Leadership in the Workplace	<ol style="list-style-type: none"> 1. Develop and facilitate team cohesion 2. Communicate with team members 	25
OU-RMGT-MLM-05-L4-V1	Resolve Conflict and Assess Risk	<ol style="list-style-type: none"> 3. Resolve conflict 4. Assess risk and make decision 	25
OU-RMGT-MLM-06-L4-V1	Evaluate Production Performance	<ol style="list-style-type: none"> 1. Mentor personnel 2. Evaluate performance 	25
Total Hours			205

Generic Units of Competencies

Unit Code and Title	GU-02-L1-V1: Apply Occupational Health and Safety (OSH) Practices at Workplace
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to apply occupational health and safety (OSH) practices at workplace.</p> <p>It specifically includes – identifying, controlling and reporting OSH hazards; conducting work safety; following emergency response procedures; and maintaining and improving health and safety in the workplace.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables</p>
1. Identify, control and report OSH hazards	<p>1.1 Immediate work area is routinely checked for Occupational Health and Safety (OSH) hazards prior to commencing and during work.</p> <p>1.2 Hazards and unacceptable performance are identified and corrective action is taken within the level of responsibility.</p> <p>1.3 OSH hazards and incidents are reported to appropriate personnel according to workplace procedures.</p> <p>1.4 Safety signs and symbols are identified and followed.</p>
2. Conduct work safety	<p>2.1 OSH practices are applied in the workplace.</p> <p>2.2 <u>Personal Protective Equipment (PPE)</u> is used.</p>
3. Follow emergency response procedures	<p>3.1 Emergency situations are identified and reported according to workplace requirements.</p> <p>3.2 Emergency procedures are followed as appropriate to the nature of the emergency and according to workplace procedures.</p> <p>3.3 <u>Workplace procedures</u> for dealing with accidents, fires and emergencies are followed whenever necessary within scope of responsibilities.</p>
4. Maintain and improve health and safety in the workplace	<p>4.1 Risks are identified and appropriate control measures are implemented in the workplace.</p> <p>4.2 Recommendations arising from risk assessments are implemented within level of responsibility.</p> <p>4.3 Opportunities for improving OSH performance are identified and raised with relevant personnel.</p> <p>4.4 Safety records are maintained according to <u>company policies.</u></p>
Range of Variables	

Variables	Range (may include but not limited to):
1. Hazards	1.1 OSH incidents include near misses, injuries, illnesses and property damage, noise, handling hazardous substances, other hazards 1.2 Working with and near moving equipment / load shifting equipment 1.3 Broken or damaged equipment or materials
2. Personal Protective Equipment (PPE)	2.1 Apron 2.2 Safety Helmet 2.3 Goggles 2.4 Ear muffs 2.5 Gas mask 2.6 Face shield 2.7 Ear plugs 2.8 Gloves 2.9 Safety Boots
3. Workplace procedures	3.1 OSH system and related documentation including policies and procedures 3.2 Standard Operating Procedures (SOPs) 3.3 Information on Hazards and work process, hazard alerts, safety signs and symbols 3.4 Labels 3.5 Material Safety Data Sheets (MSDSs) and manufacturers' advice
4. Company policies	4.1 Job related Standard Operating Procedures (SOPs) 4.2 Occupational Health and Safety (OSH) specific procedures Examples of OSH procedures include – consultation and participation, emergency response to specific hazards, incident investigation, risk assessment, reporting arrangement and issue resolution procedures.
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 Used Personal Protective Equipment (PPE). 1.2 Identified hazards. 1.3 Took corrective action of different hazards. 1.4 Took corrective action for emergency procedure. 1.5 Reported emergency situation to the Supervisor / Manger.

	1.6 Satisfied requirements mentioned in the performance criteria and range of variables.
2. Underpinning knowledge	2.1 OSH Workplace Policies and Procedures 2.2 Work Safety Procedures 2.3 Fire and emergency procedures 2.4 Types of Hazards (Biological, Chemical and Physical) and their effects) 2.5 PPE types and uses 2.6 Personal Hygiene Practices 2.7 OSH Awareness 2.8 Steps of Hazard Identification 2.9 Principles of Hazards control 2.10 Employer's Role 2.11 Supervisor's Responsibilities
3. Underpinning skills	3.1 Identifying OSH policies and procedures 3.2 Following personal work safety practices 3.3 Reporting hazards and risks 3.4 Responding to emergency procedures 3.5 Maintaining physical well-being in the workplace 3.6 Identify tools and equipment related to OSH 3.7 Improving OSH performance
4. Required attitude	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	The following resources must be provided: 5.1 Workplace (actual or simulated) 5.2 Tools and equipment appropriate to workplace 5.3 Materials relevant to the proposed activity 5.4 All tools, equipment, material and documentation required 5.5 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 6.4 Portfolio

7. Context of assessment	<p>7.1 Competency assessment must be done in a training institute or in an actual or simulated 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 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-02-L2-V1: Carryout Workplace Interaction
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to carry out workplace interaction.</p> <p>It specifically includes – interpreting workplace communication and etiquette; interpreting workplace documents; participating in workplace meetings and discussions; and practicing professional ethics at workplace.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold & Underlined</u> terms are elaborated in the Range of Variables Training Components</p>
1. Interpret workplace communication and etiquette	<p>1.1 Workplace code of conducts are interpreted as per organizational guidelines</p> <p>1.2 Appropriate lines of communication are maintained with supervisors and colleagues</p> <p>1.3 Workplace interactions are conducted in a <u>courteous manner</u> to gather and convey information</p> <p>1.4 Questions about routine <u>workplace procedures and matters</u> are asked and responded as required</p>
2. Interpret Workplace Documents	<p>2.1 Workplace documents are interpreted as per standard.</p> <p>2.2 Assistance is taken to aid comprehension when required from peers / supervisors</p> <p>2.3 Visual information / symbols / signage's are understood and followed</p> <p>2.4 Specific and relevant information are accessed from <u>appropriate sources</u></p> <p>2.5 Appropriate medium is used to transfer information and ideas</p>
3. Participate in workplace meetings and discussions	<p>3.1 Team meetings are attended on time and followed meeting procedures and etiquette</p> <p>3.2 Own opinions are expressed and listened to those of others without interruption</p> <p>3.3 Inputs are provided consistent with the meeting purpose and interpreted and implemented meeting outcomes</p>
4. Practice professional ethics at workplace	<p>4.1 Responsibilities as a team member are demonstrated and kept promises and commitments made to others</p> <p>4.2 Tasks are performed in accordance with workplace procedures</p> <p>4.3 Confidentiality is respected and maintained</p> <p>4.4 Situations and actions considered inappropriate or which present a conflict of interest are avoided</p>
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 such as progress and incident reports 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 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 Followed workplace code of conducts is as per organizational guidelines 1.2 Interpreted workplace documents as per standard 1.3 Interpreted workplace instructions and symbols 1.4 Interpreted and implemented meeting outcomes
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1 Workplace communication and etiquette 2.2 Workplace documents, signs and symbols 2.3 meeting procedure and etiquette
3. Underpinning Skills	3.1 Demonstrating performance of workplace communication and etiquette 3.2 Following workplace instructions and symbol 3.3 Following workplace code of conducts is as per organizational guidelines 3.4 Interpreting workplace documents as per standard 3.5 Interpreting and implementing meeting outcomes

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 Relevant tools, Equipment, software and facilities needed to perform the activities. 5.2 Required learning materials.
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 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU-01-L3-V1: Apply Basic IT Skills
Unit Descriptor	<p>This unit covers the basic knowledge, skills and attitude required to Apply basic IT skills.</p> <p>It specifically includes identifying and using most commonly used IT tools, operating computer, working with word processing software, using spread sheet to create /prepare worksheets, using presentation packages to create / prepare presentation, printing the documents, using the internet and accessing E-Mail.</p>
Nominal Hours	20 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables Training Components.</p>
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 safely.</p> <p>2.3 Computer is switched on gently.</p> <p>2.4 PC <u>desktop / GUI</u> settings 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 started</p> <p>3.2 Basic typing technique is 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 completed</p> <p>3.7 Saving and retrieving technique of a document are interpreted</p>
4. Use spread sheet to create /prepare worksheets	<p>4.1 Spread sheet are selected and started.</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 <u>Functions</u> are used for calculating and editing logical operation</p> <p>4.5 Sheets 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	5.1 Appropriate presentation software packages are selected and started 5.2 Presentation are created as per requirement in personal use and office environment 5.3 Image, Illustrations, text, table, symbols and media are entered as per requirements. 5.4 Presentations are formatted and animated. 5.5 Presentations are previewed.
6. Print the documents	6.1 Printer is connected with computer and power outlet properly. 6.2 Power is switched on at both the power outlet and printer. 6.3 Printer is installed and added. 6.4 Correct printer settings are selected and document is printed.
7. Use the Internet and Access E-Mail	7.1 Appropriate internet <u>browsers</u> are selected 7.2 Search engines are used to access information 7.3 Video / Information are Shared /downloaded / uploaded from / to web site/social media. 7.4 Web based resources are used 7.5 Email services are identified and selected to create a new email address 7.6 Document is prepared, attached and sent to different types of recipient. 7.7 Email is read, forwarded, replied and deleted as per requirement. 7.8 Custom email folders are created and manipulated. 7.9 Email message is 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 Radio 1.5 Television 1.6 Computers 1.7 Laptops 1.8 Notebooks 1.9 Internet 1.10 Software 1.11 Satellite
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	5.1 Illustrations and styles 5.2 Text 5.3 Table 5.4 Symbols 5.5 Header & Footer
6. Formatted.	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	7.1 Mathematics 7.2 Logical 7.3 Simple Statistical
8. Browsers	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 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 Created, opened, copied, renamed, deleted and sorted files and folders as per requirement. 1.2 Completed application software Installations as per standard 1.3 Performed simple trouble shooting with Computer

	1.4 Created email accounts. 1.5 Used email account for online platforms purpose
2. Underpinning Knowledge	2.1 Basic competent of PC 2.2 IT and IT Tools 2.3 Different type of software and application packages 2.4 Use of word processor, spread sheet and presentation software 2.5 Different type of math and logical functions 2.6 Computer Trouble Shooting 2.7 Techniques to access internet
3. Underpinning Skills	3.1 Identifying and use IT Tools 3.2 Demonstrating simple trouble shooting with Computer 3.3 Demonstrating typing on word processing software 3.4 Saving and retrieving documents on Word Processing software. 3.5 Demonstrated ability to create email accounts 3.6 Opening an email account and use it for different purpose. 3.7 Configured appropriate printer settings and printed the document 3.8 Used functions for calculating and editing logical operation in spread sheet
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 (simulated or actual) 5.2 IT Tools 5.3 Computers with word processing application 5.4 Internet connection 5.5 Presentations 5.6 Learning manuals
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 centre or in an actual or simulated work place after Completion of the training module. 7.2 7.2 Assessment should be done by an 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Sector Specific Units of Competencies

Unit Code and Title	SU-RMGT-01-L2-V1: Recognize the RMG Business Scenario
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude required to recognize the RMG business scenario.</p> <p>It specifically includes examining the background of RMG sector, identifying the main industries within RMG sector and identifying prime local and export markets.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Examine the background of RMG sector	<p>1.1 Historical background of RMG sector is examined and described</p> <p>1.2 Backward and forward linkages are identified</p>
2. Identify main industries within RMG sector	<p>2.1 Main industries of the RMG sector are identified</p> <p>2.2 Importance of RMG sector and main industries is explored and analyzed</p>
3. Identify prime local and export markets	<p>3.1 Prime local markets and <u>export markets</u> are identified.</p> <p>3.2 Local and export markets are listed.</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. Export markets	<p>1.1 United States</p> <p>1.2 European</p> <p>1.3 Asian</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.	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 Illustrated history of RMG sector</p> <p>1.2 Identified prime local and export markets</p>
2. Underpinning knowledge	<p>2.1 History of RMG sector</p> <p>2.2 Prime local and export markets</p>
3. Underpinning skills	<p>3.1 Describing the history of RMG sector</p> <p>3.2 Identifying prime local and export markets</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 Tools, equipment and physical facilities appropriate to perform activities. 5.2 Materials, consumables to perform activities.
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 an 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 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-MLM-01-L4-EN-V2: Make Garments
Unit Descriptor	This unit covers the knowledge, skills and attitude to make garments. It specifically includes interpreting operation flow chart of garments, preparing for garments making, adjusting and operating sewing machines and making garments.
Nominal Hours	60 Hours
Elements of Competency	Performance Criteria Bold and Underlined terms are elaborated in the Range of Variables.
1. Interpret Operation Flow Chart of Garments	1.1 Operation flow chart of garments are interpreted 1.2 Garments are selected and collected for operation breakdown 1.3 <u>Operation flow chart</u> of selected garments are identified and described 1.4 Steps within the operation flow chart are interpreted
2. Prepare for Garments Making	2.1 <u>Types of garments</u> are identified 2.2 <u>Sample garments</u> are selected and collected for construction 2.3 Garment parts and points are identified as per sample 2.4 <u>Methods of measuring</u> garments are outlined 2.5 <u>Required materials</u> are selected and collected as per sample
3. Adjust and operate sewing machines	3.1 <u>Types of sewing machine</u> are identified 3.2 Functions of different types of sewing machines are explained 3.3 Parts of sewing machines are identified 3.4 Basic setting and adjustments of sewing machines are performed 3.5 Sewing machines are operated as per job requirement
4. Make garments	4.1 Cut panels and other materials are checked as per standard procedure 4.2 Front part is prepared as per instruction or sample 4.3 Back part is prepared as per instruction or sample 4.4 Assembling is performed as per instruction or sample 4.5 Finishing and packing is carried out as per instruction
Range of Variables	
Variables	Range (may include but not limited to):
1. Operation flow chart	1.1 Pattern making 1.2 Sample making 1.3 Marker preparation 1.4 Fabric cutting 1.5 Embellishment 1.6 Sewing 1.7 Finishing 1.8 Packing
2. Types of garments	2.1 Woven

	2.2 Knit 2.3 Sweater
3. Sample garments	3.1 Woven Shirt 3.2 Woven pant 3.3 T-shirt 3.4 Polo shirt 3.5 Knitted trouser
4. Methods of measuring	4.6 Sketch 4.7 Measurement chart 4.8 Horizontal 4.9 Vertical
5. Required materials	5.1 Pattern 5.2 Cut panels 5.3 Trims 5.4 Accessories
6. Types of sewing machine	6.1 Single needle 6.2 Double needle 6.3 Over lock 6.4 Feed of arm 6.5 Flat lock 6.6 Multi needle 6.7 Button stitch 6.8 Button hole
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 evidences that the candidate: 1.1 interpreted Operation Flow Chart of Garments 1.2 prepared for Garments Making 1.3 Performed basic settings and adjustments of sewing machine 1.4 operated sewing machines 1.5 made garments
2. Underpinning knowledge	2.1 Operation flow chart of garments 2.2 Operation breakdown 2.3 Types of garments 2.4 Sample garments 2.5 Garment parts and points 2.6 Methods of measuring 2.7 Required materials 2.8 Types of sewing machine 2.9 Functions of different types of sewing machines 2.10 Parts of sewing machines 2.11 Basic setting and adjustments of sewing machines 2.12 Cut panels and other materials

	2.13 Front part 2.14 Back part 2.15 Assembling 2.16 Finishing and packing
3. Underpinning skills	3.1 Interpreting Operation Flow Chart of Garments 3.2 Preparing for Garments Making 3.3 Performing basic settings and adjustments of sewing machine 3.4 Operating sewing machines 3.5 Making garments
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 (Simulated or Actual) 5.2 Garments samples 5.3 Cut panels 5.4 Trims and Accessories 5.5 Measuring tape 5.6 Sewing machine 5.7 Finishing and packaging facility 5.8 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Oral questioning 6.3 Demonstration
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 an 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 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-MLM-02-L4-EN-V2: Develop Plan and Schedule
Unit Descriptor	This unit covers the knowledge, skills and attitude required to develop plan and schedule. It specifically includes interpreting organizational goals and performing plan and schedule.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Interpret organizational goals	1.1 Concept of SMART is defined 1.2 SMART goal is identified and interpreted for production as per organizational policy 1.3 <u>Strategic objectives of the organization</u> are interpreted 1.4 Supports are extended to achieve SMART goal in accordance with organizational targets
2. Perform planning and scheduling	2.1 Master schedule is collected and interpreted 2.2 Departmental or sub-departmental <u>Work plan</u> is prepared as per master schedule 2.3 Prepared plan and schedule is followed 2.4 Achieved outcome is reported to the competent authority
Range of Variables	
Variable	Range (may include but not limited to):
1. Strategic Objectives of the Organization	1.1 Increase Productivity 1.2 Quality Control 1.3 Inventory Management 1.4 Team Development 1.5 Cost Reduction 1.6 Customer Satisfaction
2. Work plan	2.1 Daily 2.2 Weekly 2.3 Monthly 2.4 Order wise
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 interpreted Interpret organizational goals

	1.2 prepared work plan 1.3 prepared schedule 1.4 followed plan and schedule
2. Underpinning knowledge	2.1 SMART goal 2.2 Strategic objectives of the organization 2.3 Master schedule 2.4 Departmental or sub-departmental Work plan
3. Underpinning skills	3.1 Interpret organizational goals 3.2 Perform planning and scheduling
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 (Simulated or actual) 5.2 Sample copy of master schedule 5.3 Learning materials 5.4 Paper, Pen
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Oral questioning 6.3 Demonstration
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 an 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 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-MLM-03-L4-EN-V2: Perform Technical Activities for Production
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude required to perform technical activities for production.</p> <p>It specifically includes performing pre-production and production activities, practicing industrial engineering, working for quality and carrying out maintenance activities.</p>
Nominal Hours	40 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Perform Pre-production and Production Activities	<p>1.1 Approved pattern and samples are selected and collected as per workplace standard</p> <p>1.2 PP meeting is attended and requirements are gathered</p> <p>1.3 <u>Input</u> is taken as per planning</p> <p>1.4 <u>Layout</u> is completed as per styling</p> <p>1.5 <u>Line balancing</u> is performed</p> <p>1.6 Production is executed as per production target</p> <p>1.7 <u>Troubleshooting</u> is carried out as per SOP</p>
2. Practice Industrial Engineering	<p>2.1 Concepts of Industrial Engineering are interpreted</p> <p>2.2 Standard Minute Value (SMV) is interpreted</p> <p>2.3 Capacity and target is calculated as per provided data</p> <p>2.4 Efficiency is calculated as per provided data</p> <p>2.5 Concepts of Lean manufacturing system are interpreted</p>
3. Work for Quality	<p>3.1 <u>Quality requirements</u> are analyzed as per sample and specification</p> <p>3.2 Quality requirements are fulfilled</p> <p>3.3 <u>Quality reports</u> are checked</p> <p>3.4 <u>Defects</u> are analyzed and rectified as per SOP</p> <p>3.5 Quality inspections are followed up</p>
4. Carryout Maintenance Activities	<p>4.1 Maintenance activities are interpreted</p> <p>4.2 <u>Types of maintenance</u> are recognized</p> <p>4.3 <u>Essential maintenance</u> is performed</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. Input	<p>1.1 Cut panels</p> <p>1.2 Embellishment</p> <p>1.3 Trims</p> <p>1.4 Accessories</p>
2. Layout	<p>2.1 Operation bulletin</p>

	2.2 Man 2.3 Machine 2.4 Materials
3. Line balancing	3.1 Skill matrix 3.2 Bottle neck points
4. Troubleshooting	4.1 Production Issues 4.2 Machine Problems 4.3 Quality Issues 4.4 Labor Issues 4.5 Material Handling Problems 4.6 Workflow and Line Balancing 4.7 Delays and Bottlenecks 4.8 Safety Hazards
5. Quality requirements	5.1 Fabric Quality 5.2 Garment Construction Quality 5.3 Measurements 5.4 Quality of Finish 5.5 Testing and Compliance with Industry Standards 5.6 Packaging and Labeling
6. Quality reports	6.1 Inline 6.2 End line 6.3 DHU 6.4 Measurement report 6.5 Pre-final inspection
7. Defects	7.1 Critical 7.2 Major 7.3 Minor
8. Types of maintenance	8.1 Corrective 8.2 Preventive
9. Essential maintenance	9.1 Cleaning 9.2 Oil and Lubrication related 9.3 Thread Tension related 9.4 Handle attachment 9.5 Needle Issues
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 performed Pre-production and Production Activities 1.2 calculated capacity and efficiency 1.3 worked for Quality 1.4 carried out maintenance activities
2. Underpinning knowledge	2.1 Approved pattern and samples 2.2 PP meeting 2.3 Input 2.4 Layout 2.5 Line balancing 2.6 Production execution 2.7 Troubleshooting 2.8 Concepts of Industrial Engineering 2.9 Standard Minute Value (SMV) 2.10 Capacity and target 2.11 Efficiency 2.12 Concepts of Lean manufacturing system 2.13 Quality requirements 2.14 Quality reports 2.15 Defects 2.16 Quality inspections 2.17 Maintenance activities 2.18 Types of maintenance 2.19 Essential maintenance
3. Underpinning skills	3.1 Performing Pre-production and Production Activities 3.2 Calculating capacity and efficiency 3.3 Working for Quality 3.4 Carrying out maintenance activities
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 (Simulated or Actual) 5.2 Pattern 5.3 Cut panels 5.4 Calculator 5.5 Quality reports

	5.6 Tools for maintenance 5.7 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Oral questioning 6.3 Demonstration
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 an 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 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-MLM-04-L4-V2: Carry out Leadership in the Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitude required to carry out leadership in the workplace. It specifically includes developing & facilitating team cohesion and communicating with team members.
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Develop and facilitate team cohesion	1.1 Team cohesion are Interpreted 1.2 Team cohesion are developed 1.3 <u>Types of leadership</u> are defined 1.4 <u>Challenges of leadership</u> are identified 1.5 Leadership is carried out in the workplace
2. Communicate with team members	2.1 <u>Methods of communication</u> are identified and described 2.2 Information is communicated with team members
Range of Variables	
Variable	Range (may include but not limited to):
1. Types of leadership	1.1 Autocratic 1.2 Democratic 1.3 Strategic 1.4 Transformational 1.5 Cross-cultural 1.6 Mentoring
2. Challenges of leadership	2.1 Managing teams and individuals 2.2 Maintaining tools, equipment and machinery 2.3 Overseeing productivity 2.4 Achieving efficiency
3. Methods of communication	3.1 Verbal 3.2 Visual 3.3 Written 3.4 Physical
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	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified and described types of leadership 1.2 Identified and described methods of communication 1.3 Planned and prepared to communicate information 1.4 Communicated information using different methods
2. Underpinning Knowledge	<ul style="list-style-type: none"> 2.1 Types of leadership 2.2 Challenges of leadership 2.3 Methods of communication
3. Underpinning Skills	<ul style="list-style-type: none"> 3.1 Identifying types of leadership 3.2 Identifying methods of communication 3.3 Planning and preparing to communicate information 3.4 Communicating information using different methods
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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (Simulated or Actual) 5.2 Paper, Pen 5.3 Learning materials
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Oral questioning 6.3 Demonstration
7. Context of assessment	<ul style="list-style-type: none"> 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 an 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 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-MLM-05-L4-V2: Resolve Conflict and Assess Risk
Unit Descriptor	This unit covers the knowledge, skills and attitude required to resolve conflict and assess risk. It specifically includes resolving conflict, assessing risk and making decision.
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Resolve conflict	1.1 Sources of conflict at individual and team level are identified 1.2 Root cause analysis is performed according to the problems 1.3 Conflict is clarified and resolved using <u>grievance handling procedure</u> 1.4 Problems are resolved as per organisational policy
2. Assess risk and make decision	2.1 Risk management techniques are identified and described 2.2 Risks are identified, defined and recorded 2.3 Courses of action to eliminate or limit risk are identified 2.4 <u>Decision making process</u> is identified and explained 2.5 Decision is made and course of action implemented to eliminate or limit risk
Range of Variables	
Variables	Range (may include but not limited to):
1. Grievance handling procedure	1.1 Related Laws 1.2 Grievances 1.3 Grievance submission 1.4 Settlement of grievance
2. Decision making process	1.1 Gather relevant information 1.2 Identify alternatives 1.3 Weigh evidence 1.4 Choose among alternatives 1.5 Take action 1.6 Review decision
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 Identified sources of conflict and other problems 1.2 Operated grievance handling procedure

	1.3 Identified solutions and selected appropriate course of action 1.4 Identified risk management techniques 1.5 Identified risks and course of action to eliminate or limit risk 1.6 Made decision and implemented course of action
2. Underpinning knowledge	2.1 Common types of conflict and problems in the workplace 2.2 Grievance handling procedure 2.3 Risk management techniques 2.4 Decision making process
3. Underpinning skills	3.1 Identifying sources of conflict and other problems 3.2 Operating grievance handling procedure 3.3 Identifying solutions and selected appropriate course of action 3.4 Identifying risk management techniques 3.5 Identifying risks and course of action to eliminate or limit risk 3.6 Making decision and implemented course of action 3.7 Identifying appropriate course of action to eliminate or limit risk
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 (Simulated or Actual) 5.2 Paper, Pen 5.3 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Oral questioning 6.3 Demonstration
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 an 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 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-MLM-06-L4-V2: Evaluate Production Performance
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude required to evaluate production performance.</p> <p>It specifically includes mentoring personnel, maintaining production quality and evaluating performance.</p>
Nominal Hours	25 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Mentor personnel	<p>1.1 Purpose and benefits of mentoring plan are identified and defined</p> <p>1.2 Mentoring plan is interpreted</p> <p>1.3 Ground rules and expectations are established</p> <p>1.4 Training requirements, <u>modes and methods</u> are interpreted</p> <p>1.5 Employee mentoring plan is implemented</p> <p>1.6 Mentoring plan is evaluated</p>
2. Evaluate performance	<p>2.1 Team and individual performance appraisal and review process is explained</p> <p>2.2 Production performance against expected target is assessed</p> <p>2.3 Performance appraisal is conducted in accordance with organizational practice</p> <p>2.4 Performance appraisal feedback is provided to employee</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. Modes and methods	<p>1.1 Training Modes</p> <p>1.1.1 In-Person Training</p> <p>1.1.2 Online (e-Learning)</p> <p>1.1.3 Blended Learning</p> <p>1.1.4 On-the-Job Training (OJT)</p> <p>1.2 Training Methods</p> <p>1.2.1 Lectures/Presentations</p> <p>1.2.2 Interactive Workshops</p> <p>1.2.3 Case Studies</p> <p>1.2.4 Simulations/Role-Playing</p> <p>1.2.5 Demonstrations</p> <p>1.2.6 Gamification</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.	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Evaluated mentoring plan 1.2 Controlled quality as per buyer's demand 1.3 Assessed production performance against expected target 1.4 Provided performance appraisal feedback to employee
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Purpose and benefits of mentoring plan 2.2 Modes and methods of training 2.3 Different types of mentoring plans 2.4 Performance appraisal and review process 2.5 Professional development plans
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Establishing ground rules and expectations 3.2 Implementing employee mentoring plan 3.3 Evaluating mentoring plan 3.4 Identifying quality tools 3.5 Controlling quality as per buyer's demand 3.6 Assessing production performance against expected target 3.7 Conducting performance appraisal 3.8 Providing performance appraisal feedback to employee
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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (Simulated or Actual) 5.2 Paper, Pen 5.3 Learning materials
6. Methods of Assessment	<p>Competency Should Be Assessed by:</p> <ul style="list-style-type: none"> 6.1 Written Test 6.2 Oral Questioning 6.3 Demonstration
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 an 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 qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

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

The Competency Standards for National Skills Certificate in **Mid-Level Management for RMG**, **NTVQF L-IV** Qualification is validated by SCVC on 14 January 2020 and approved by NSDA.

Respectable members of the SCVC:

Mid-Level Management for RMG		
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Review of Competency Standard

The Competency Standards for National Skills Certificate in Mid-Level Management for RMG, Level-4 is reviewed by NSDA on 20 March 2025.

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