REPUBLIC OF KENYA

COMPETENCY-BASED MODULAR CURRICULUM

FOR

COOPERATIVE MANAGEMENT

KNQF LEVEL 6
(CYCLE 3)

ISCED PROGRAMME CODE: 0413 554A

TVET CDACC

P.O. BOX 15745-00100

NAIROBI

FOREWORD

Provision of quality education and training is fundamental to the Government's overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya's development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery that allows for multiple entry and exit in TVET programs.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this Curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the Cooperative Management sector's growth and sustainable development.

PRINCIPAL SECRETARY
STATE DEPARTMENT FOR TVET
MINISTRY OF EDUCATION

PREFACE

Kenya Vision 2030 aims to transform Kenya into a newly industrializing middle-income country, providing high-quality life to all its citizens by the year 2030. Kenya intends to create globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through lifelong education and training. TVET has a responsibility to facilitate the process of inculcating knowledge, skills, and worker behaviour necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency-Based Education and Training (CBET).

CAP 210A and Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya for Sustainable Development emphasized the need to reform curriculum development, assessment, and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry, as well as increase the global competitiveness of the Kenyan labour force.

This curriculum has been developed in adherence to the Kenya National Qualifications Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes, suggested delivery methods, learning resources, and methods of assessing the trainee's achievement. In addition, the units of learning have been grouped in modules to concretize the skills acquisition process and streamline upskilling.

I am grateful to all expert trainers and everyone who played a role in translating the Occupational Standards into this competency-based modular curriculum.

CHAIRMAN
TVET CDACC

ACKNOWLEDGEMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from industry and various organizations.

I appreciate National Sector Skills Committee who enabled the development of this curriculum. I recognize with appreciation the role of the SSC in ensuring that competencies required by the industry are addressed in this curriculum.

I also thank all stakeholders in the Cooperative sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that professionals in Cooperative sector will acquire competencies that will enable them perform their work more efficiently.
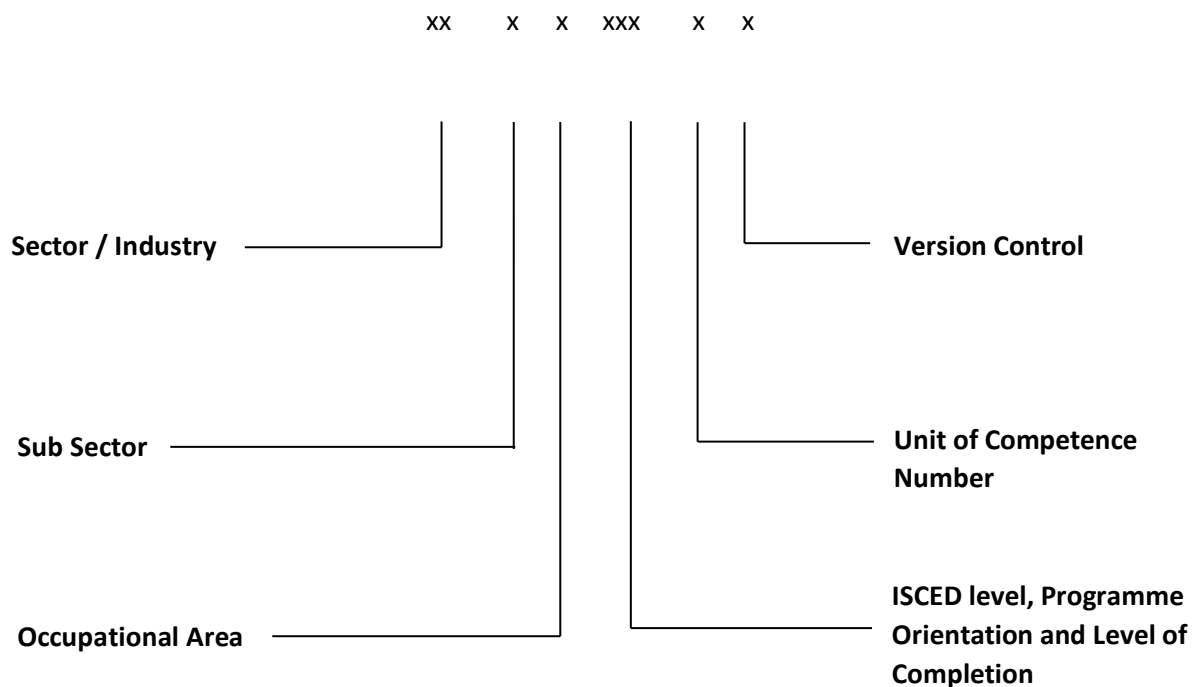
COUNCIL SECRETARY/CEO

TVET CDACC

ABBREVIATIONS ACRONYMS

SSAC	Sector Skills Advisory Committee
NSSC	National Sector Skills Committee
CBET	Competency Based Education and Training
ICT	Information Communication Technology
ISO	International Standards Organization
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
TVETA	Technical and Vocational Education and Training Authority
SACCOS	Saving and Credit Cooperative Societies
ISCED	International Standard Classification of Education
CSR	Corporate Social Responsibility
HR	Human Resource
MTS	Members Transaction systems

KEY TO UNIT CODE

xx   x   x   xxx   x   x

Sector / Industry

Sub Sector

Occupational Area

Version Control

Unit of Competence Number

ISCED level, Programme Orientation and Level of Completion

KEY TO TVET CDACC UNIT CODE

BUS/ CU/ COP/CR /01 /6 / MA

Industry or sector

Curriculum

Occupational area

Type of Unit

Unit number

Competency level

Version control

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COURSE OVERVIEW

The Cooperative Management Level 6 curriculum is designed to equip learners with skills and knowledge essential for Cooperative Society Management. The program focuses on key competencies, including managing customer relations, marketing cooperative society products and services carrying out cooperative banking operations, managing cooperative member records, performing cooperative society stores operations, conducting credit administration, performing human resource functions, performing cooperative accounting operations, managing cooperative society security measures and managing corporate social responsibility.

The qualification consists of basic, common and core competencies.

SUMMARY OF UNITS OF LEARNING

MODULE I				
ISCED Unit Code	**TVET CDACC Unit code**	**Units Title**	**Unit Duration (Hours)**	**Credit Factor**
0031 541 01A	BUS/CU/COP/CC/01/5/MA	Business Communication	80	8
0417 541 02A	BUS/CU/COP/BC/03/5/MA	Work Ethics and Practices	40	4
0413 454 03A	BUS/CU/COP/CR/01/5/MA	Cooperative Marketing Activities	60	6
0413 454 04A	BUS/CU/COP/CR/02/5/MA	Customer Care Services	70	7
0411 551 05A	BUS/CU/COP/CC/02/5/MA	Financial Accounting Skills	120	12
Sub Total			**370**	**37**
MODULE II				
Unit Code	**TVET CDACC Unit code**	**Units Title**	**Unit Duration (Hours)**	**Credit Factor**
0413 541 06A	BUS/CU/COP/BC/01/5/MA	Digital Literacy	40	4

Unit Code	TVET CDACC Unit code	Units Title	Unit Duration (Hours)	Credit Factor
0413 541 07A	BUS/CU/COP/BC/04/5/MA	Entrepreneurial Skills	40	4
0413 454 08A	BUS/CU/COP/CR/03/5/MA	Basic Teller Operations	80	8
0413 454 09A	BUS/CU/COP/CR/04/5/MA	Cooperative Stores Activities	80	8
Sub Total			**240**	**24**

MODULE III				
Unit Code	**TVET CDACC Unit code**	**Units Title**	**Unit Duration (Hours)**	**Credit Factor**
0421 541 10A	BUS/CU/COP/CC/03/5/MA	Principles of Commercial Law	110	11
0413 551 11A	BUS/CU/COP/CR/05/5/MA	Cooperative Security Measures	100	10
0413 541 12A	BUS/CU/COP/CC/04/5/MA	Management Skills	70	7
0413 454 13A	BUS/CU/COP/CC/05/5/MA	Business Mathematics and Statistics	100	10
Sub Total			**380**	**38**

MODULE IV				
Unit Code	**TVET CDACC Unit code**	**Units Title**	**Unit Duration (Hours)**	**Credit Factor**
0413 551 14A	BUS/CU/COP/CC/01/6/MA	Economic Skills	120	12
0541 541 15A	BUS/CU/COP/CC/02/6/MA	Research Project	80	8
0413 551 16A	BUS/CU/COP/CR/01/6/MA	Customer Relations	100	10

0413 551 17A	BUS/CU/COP/CR/02/6/MA	Human Resource Functions	100	10
0413 551 18A	BUS/CU/COP/CR/03/6/MA	Cooperative Accounting Operations	100	10
Sub Total			**500**	**50**

MODULE V				
Unit Code	TVET CDACC Unit code	Units Title	Unit Duration (Hours)	Credit Factor
0413 551 20A	BUS/CU/COP/CR/04/6/MA	Cooperative Products and Services marketing	100	10
0413 551 21A	BUS/CU/COP/CR/05/6/MA	Cooperative Member Records management	100	10
0413 551 21A	BUS/CU/COP/CR/06/6/MA	Credit Administration	100	10
0413 551 22A	BUS/CU/COP/CR/07/6/MA	Cooperative Society Stores Operations	70	7
0413 551 23A	BUS/CU/COP/CR/08/6/MA	Corporate Social Responsibility	70	7
0413 551 24A	BUS/CU/COP/CR/09/6/MA	Cooperative banking operations	60	6
	BUS/CU/COP/CR/10/6/MA	Industrial Training	480	48
Sub Total			**870**	**87**
GRAND TOTAL			**2410**	**241**

The core units of learning are independent of each other and may be taken independently. The total duration of the course is 2410 hours inclusive of industrial attachment.

Entry Requirements

An individual entering this course should have any of the following minimum requirements:

   a)   Kenya Certificate of Secondary Education (KCSE) minimum mean grade C- (Minus

   or

   b)   Cooperative Clerk or related Level 5 Certificate

   Or

   c)   Equivalent qualification as may be determined by TVETA.

Trainer qualification

A trainer training this course MUST;

   a) Have a minimum of Level 7 qualification in cooperative management or in the related field.

   b) Be registered by TVETA

Industry Training

An individual enrolled in this course will be required to undergo Industry training for a minimum period of 480 hours in Cooperative sector. The industrial training may be taken after completion of all units for those pursuing the full qualification or be distributed equally in each unit for those pursuing part qualifications. In the case of dual training model, industrial training shall be as guided by the dual training policy.

Assessment and certification

The course shall be assessed formatively and summatively:

   a) During formative assessment all performance criteria shall be assessed based on performance criteria weighting.

   b) Number of formative assessments shall minimally be equal to the number of elements in a unit of competency.

c) During summative assessment basic and common units may be integrated in the core units or assessed as discrete units.

d) Theoretical and practical weighting for each unit of learning shall be as follows;

    i.   30:70 for units in Module I, II and III

    ii.   40:60 for units in Module IV & V

e) Formative and summative assessments shall be weighted at 60% and 40% respectively in the overall unit of learning score

For a candidate to be declared competent in a unit of competency, the candidate must meet the following conditions:

    i)   Obtained at least 40% in theory assessment in formative and summative assessments.

    ii)   Obtained at least 60% in practical assessment in formative and summative assessment where applicable.

    iii)   Obtained at least 50% in the weighted results between formative assessment and summative assessment where the former constitutes 60% and the latter 40% of the overall score.

f) Assessment performance rating for each unit of competency shall be as follows:

MARKS	COMPETENCE RATING
80 -100	Attained Mastery
65 - 79	Proficient
50 - 64	Competent
49 and below	Not Yet Competent
Y	Assessment Malpractice/irregularities

g) Assessment for Recognition of Prior Learning (RPL) may lead to award of part and/or full qualification.

Certification

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To attain the full qualification in Cooperative Management Level 6, the candidate must demonstrate competence in all the Units of Competency as given in the

qualification pack. Statement of Attainment certificate may be awarded upon demonstration of competence in certifiable element within a unit.

These certificates will be issued by The TVET CDACC.

MODULE I

BUSINESS COMMUNICATION

UNIT CODE: 0413 441 01A

TVET CDACC Unit code: BUS/CU/COP/CC/01/5/MA

Duration of Unit: 80 Hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Undertake Business Communication

Unit Description

This unit specifies the competencies required to undertake business communication. It involves administering communication channels, implementing types of communication, implementing service charter, safeguarding confidentiality of information, coordinating communication on social media platforms, preparing workplace meeting and reports.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HOURS)
1.	Administer Communication Channels.	12
2.	Implement types of communication	15
3.	Implement service charter	7
4.	Safeguard confidentiality of information	12
5.	Coordinate communication on social media platforms	10
6.	Prepare workplace meetings	14
7.	Prepare workplace report	10

	TOTAL	80HRS

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Administer Communication channels	1.1 Communication process 1.2 Principles of effective communication 1.3 Channels/medium/modes of communication 1.4 Factors to consider when selecting a channel of communication 1.5 Barriers to effective communication 1.6 Flow/patterns of communication 1.7 Sources of information 1.8 Organizational policies 1.9 Record keeping	• Written tests • Third party report • Portfolio of Evidence • Projects

2. Implement types of communication	2.1 Written Communication
	  2.1.1 Types of written communication
	  2.1.2 Elements of communication
	  2.1.3 Organization requirements for written communication
	2.2 Non- Verbal
	  2.2.1 Utilize body language and
	  2.2.2 Gestures
	  2.2.3 Apply body posture
	  2.2.4 Apply workplace dressing code
	2.3 Oral Communication
		• Written tests
		• Third party report
		• Portfolio of Evidence
		• Projects

Learning Outcome	Content	Suggested Assessment Methods
	2.3.1 Types of oral communication pathways 2.3.2 Effective questioning techniques 2.3.3 Interviews 2.3.4 Workplace etiquette 2.3.5 Active listening	
3. Implement service charter	3.1 Introduction to service charter 3.2 Importance of service charter 3.3 Correspondence response 3.4 Retrieval of records	• Oral questioning • Observation • Written report

4. Safeguarding confidentiality of information	4.1 Introduction to information confidentiality
	4.2 Physical securing of records and correspondences
	    4.2.1 Lock and key
	    4.2.2 Reinforced storage
	    4.2.3 Fireproofing
	    4.2.4 Lockable cabinets
	    4.2.5 Restricted access
	4.3 Monitoring of records and correspondence
	4.4 Information security
	4.5 Sensitization of employees on information confidentiality
	4.6 Tracing of records and correspondences
		• Oral questioning
		• Observation
		• Written report

Learning Outcome	Content	Suggested Assessment Methods

5. Coordinate communication on social media platforms	5.1 Social media requirements
	5.2 Social media policies and procedures
	5.3 Social media platforms
	5.4 Social media content sourcing
	5.5 Customer interactions on social media
	5.6 Social media accounts update
	5.7 Adherence to legal and ethical practices
	5.8 Social media monitoring tools
	    5.8.1 Twitter counter
	    5.8.2 Hootsuite
	    5.8.3 Klout
	    5.8.4 Buzzlogix
	    5.8.5 Digimind
	5.9 Social media engagements report implementation
		• Oral questioning
		• Observation
		• Written questions
		• Project

6. Prepare work place meetings	6.1 Introduction to minute taking
	6.2 Types of meetings
	6.3 Structure of meetings
	    6.3.1 Notice
	    6.3.2 Agenda
	    6.3.3 Preparation of other relevant documents
	    6.3.4 Minute formats
		• Oral questioning
		• Observation
		• Oral presentation
		• Written report
		• Project

7. Prepare workplace report	7.1 Introduction to report writing 7.1.1 Definition	• Oral questioning • Observation

Learning Outcome	Content	Suggested Assessment Methods

	7.1.2 Principles e.g. conciseness, clarity
	
	7.2 Importance of reports
	
	7.3 Forms and types of reports
	
	    7.3.1 Oral reports
	
	    7.3.2 Written reports
	
	    7.3.3 Recorded
	
	7.4 Reports formats
	
	    7.4.1 Letter format
	
	    7.4.2 Memo format
	
	7.5 Reports preparation
		• Written report
		• Project

Suggested Methods of instructions

- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos
- Project
- Group discussions

Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6

2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

Suggested Methods of Instruction

- Discussion
- Role playing
- Simulation
- Direct instruction
- Field trips

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

WORK ETHICS AND PRACTICES

UNIT CODE: 0417 541 02A

TVET CDACC Unit code: BUS/CU/COP/BC/03/5/MA

Duration of Unit: 60 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Work Ethics and Practices.

Unit Description

This unit covers competencies required to demonstrate employability skills. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving, and promote customer care.

Summary of Learning Outcomes

S/NO	ELEMENT	DURATION (HRS)
1.	Apply self-management skills	**5**
2.	Promote ethical practices and values	4
3.	Promote Teamwork	9
4.	Maintain professional and personal development	**5**
5.	Apply Problem-solving skills	10
6.	Promote Customer care	7
	TOTAL	**40HRS**

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply self-management skills	1.1 Formulating personal vision, mission, and goals 1.2 Self-awareness 1.3 Emotional intelligence and coping with Work Stress. 1.4 Assertiveness development 1.5 Accountability and responsibility for one's actions 1.6 Time management, attendance and punctuality 1.7 Setting performance targets 1.8 Self-strengths and weaknesses 1.9 Motivation, initiative and proactivity 1.10 Individual performance evaluations	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
2. Promote ethical work practices and values	2.1 Integrity 2.2 Organizational codes of conduct 2.3 Industry policies and procedures 2.4 Professionalism	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical
3. Promote Teamwork	3.1 Teams 3.1.1 Small work group 3.1.2 Staff in a section/department 3.1.3 Inter-agency group 3.1.4 Virtual teams	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project

Learning Outcome	Content	Suggested Assessment Methods
	3.2 Team roles and objectives	● Practical Assessment
	3.3 Team activities	
	3.4 Team performance	
	3.5 Conflict resolution	
	3.5.1 Interpersonal Conflict.	
	3.5.2 Intrapersonal Conflict.	
	3.5.3 Intergroup Conflict.	
	3.5.4 Intragroup Conflict.	
	3.6 Gender and diversity mainstreaming	
	3.7 Healthy workplace relationships	
	3.7.1 Man/Woman	
	3.7.2 Trainer/trainee	
	3.7.3 Employee/employer	
	3.7.4 Client/service provider	
	3.7.5 Husband/wife	
	3.7.6 Boy/girl	
	3.7.7 Parent/child	
	3.7.8 Sibling relationships	
	3.8 Adaptability and flexibility	
4. Maintain professional and personal development	4.1 Personal development and growth 　　4.1.1 Growth in the job 　　4.1.2 Career mobility 　　4.1.3 Gains and exposure the job gives	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Learning Outcome	Content	Suggested Assessment Methods
	4.1.4 Net workings 4.1.5 Benefits that accrue to the individual as a result of noteworthy performance 4.2 Training and career opportunities 4.2.1 Participation in training programs 4.2.2 Serving as Resource Persons in conferences and workshops 4.2.3 Capacity building 4.3 Training resources 4.3.1 Human 4.3.2 Financial 4.3.3 Technology 4.4 Licenses and certifications for professional growth and development 4.5 Recognitions in career advancement 4.6 Work-life balance 4.7 Dynamism and on-the-job learning	
5. Apply Problem-solving skills	5.1 Creative, innovative and practical solutions 5.1.1 New ideas	• Written assessment • Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	5.1.2 Original ideas 5.1.3 Different ideas 5.1.4 Methods/procedures 5.1.5 Processes 5.1.6 New tools 5.2 Independence and initiative in problem identification and solving 5.3 Problem-solving process 5.4 Methods of solving problems 5.5 Problem analysis and assumption testing	● Third party reports ● Portfolio of evidence ● Project ● Practical
6. Promote Customer Care	6.1 Identifying customer needs 6.2 Customer feedback methods 6.2.1 Verbal 6.2.2 Written 6.2.3 Informal 6.2.4 Formal 6.3 Resolving customer concerns 6.4 Customer outreach programs 6.5 Customer retention	● Written assessment ● Oral assessment ● Third party reports ● Portfolio of evidence ● Project ● Practical

Suggested Methods of Instruction

- Simulation/Role play
- Group Discussion
- Presentations

- Projects
- Case studies
- Assignments

COOPERATIVE MARKETING ACTIVITIES

UNIT CODE: 0413 454 03A

TVET CDACC Unit code: BUS/CU/COP/CR/01/5/MA

Duration of Unit: 40 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency; Conduct Cooperative Marketing Activities.

UNIT DESCRIPTION

This unit specifies the competencies required to conduct cooperative marketing activities. It involves presenting cooperative products and services, carrying out cooperative promotional campaigns, conducting after sale follow up and distribute cooperative products.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Present cooperative products and services	12
2.	Carry out cooperative promotional campaigns	10
3.	Conduct after sale follow up	8
4.	Distribute cooperative products	10
	TOTAL	**40 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Present cooperative	1.1 Cooperative products and services 1.1.1 Loan products	• Practical assessment

products and services	1.1.2 Bank assurance products
	1.1.3 Banking services
	1.1.4 Benevolent services
	1.1.5 Education services
	1.2 Client needs and preferences
	    1.2.1 Loan in cash
	    1.2.2 Loan in goods or services
	    1.2.3 Advisory services
	1.3 Cooperative products presentation to customers
	1.4 Products features and benefits
	    1.4.1 Loan able amount
	    1.4.2 Rate of interest
	    1.4.3 Repayment period
	    1.4.4 Deposits multiplier
	1.5 Addressing customer concerns
	1.6 Marketing activities report preparation
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Carry out cooperative promotional campaigns	2.1 Promotional activities
	2.2 Promotional materials
	    2.2.1 Social media campaigns
	    2.2.2 Community events
	2.3 Target audience identification
		• Practical assessment
		• Project
		• Portfolio of evidence

	2.4 Target audience engagement 2.5 Promotional activity report preparation	• Third party reports • Written tests 1. Oral questions

3. Conduct after sale follow up	3.1 Customer records
	3.2 Customer feedback
	    3.2.1 Process of customer feedback
	    3.2.2 Meaning of customer survey feedback
	    3.2.3 Importance of customer feedback
	    3.2.4 Analysis of customer feedback
	    3.2.5 Methods of collecting customer feedback
	3.3 Addressing customer concerns
	3.4 Royalty programs and rewards
	3.5 Post purchase customer support
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Distribute cooperative products.	4.1 Distribution channels
	    4.1.1 Direct sales
	    4.1.2 Wholesale distribution
	    4.1.3 Online sales
	    4.1.4 Collaborative networks
	4.2 Distribution logistics
	4.3 Distribution records maintenance
	4.4 Addressing distribution concerns
	4.5 Distribution report preparation
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Suggested delivery methods

- Demonstration

- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	- Flip Charts - Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1

10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

CUSTOMER CARE SERVICES

UNIT CODE: 0413 454 04A

TVET CDACC Unit code: BUS/CU/COP/CR/02/5/MA

Duration of Unit: 50 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency; Perform Customer Care Services.

UNIT DESCRIPTION

This unit specifies the competencies required to perform customer care services. It involves; attend to cooperative customer, open cooperative savings accounts and maintain customer service records.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Attend cooperative customer.	15
2.	Open cooperative savings accounts	20
3.	Maintain customer service records	15
	TOTAL	**50 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Attend to cooperative customer.	1.1 Customer service area 1.2 Customer reception 1.3 Customer queries	• Practical assessment • Project

	1.3.1 Product information 1.3.2 Policies information 1.4 Recording customer feedback 1.5 Customer concerns 1.6 Customer concerns resolutions	• Portfolio of evidence • Third party reports • Written tests • Oral questions

2. Open cooperative savings accounts	2.1 Product and service update information
	
	2.2 Features and benefits of products
	
	2.3 Customer concerns
	
	2.4 Account opening documents
	
	    2.4.1 ID card
	
	    2.4.2 Pin certificate
	
	    2.4.3 Passport size photo
	
	2.5 Account opening documents filling
	
	2.6 Processing member accounts
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

3. Maintain customer service records	3.1 Customer interaction records opening
	
	3.2 Customer interaction recording
	
	3.3 Analysis of customer records
	
	    3.3.1 Benefits of customer records
	
	    3.3.2 Methods of maintaining customer records
	
	    3.3.3 Importance of maintaining customer records
	
	3.4 Customer interaction reports preparation
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Suggested delivery methods

- Demonstration

- Practical work by trainee

- Fieldwork and benchmarking

- Group discussions

- Case studies

- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6

D	Tools And Equipment			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- •   Organization operating procedures
- •   Industry/workplace codes of practice
- •   Cooperative societies act
- •   Sacco societies act
- •   Text books
- •   Cooperative society journals
- •   Magazines
- •   E-learning resources

FINANCIAL ACCOUNTING SKILLS

UNIT CODE: 0411 554 05A

TVET CDACC Unit code: BUS/CU/COP/CC/02/5/MA

Duration of unit: 120 hours

Relationship to occupational standards

This unit addresses the unit of competency: Apply Financial Accounting Skills.

UNIT DESCRIPTION

This unit specifies the competencies required to apply financial accounting skills. It involves applying accounting concepts, conventions and policies, preparing books of original entries, posting transactions to the ledger, preparing cash books, correcting accounting errors, preparing bank reconciliation statements, maintaining non-current assets register, maintaining receivables and payables ledgers and preparing sole trader statements.

Summary of Learning Outcomes

S/O	ELEMENTS	DURATION (HRS)
1.	Apply accounting concepts, conventions and policies	8
2.	Prepare books of original entries	10
3.	Post transaction to the ledger	16
4.	Prepare cash books	10
5.	Correct accounting errors	16
6.	Prepare bank reconciliation statements	8
7.	Maintain non-current assets' register	18
8.	Maintain receivables and payables ledge	13
9.	Prepare sole trader statements	20

	TOTAL	120 HRS

Learning Outcomes, Content and Suggested Assessment Methods

Learning outcomes	Content	Assessment methods

1. Apply accounting concepts, conventions and policies	1.1 Accounting concepts, conventions and policies
	  1.1.1 Going concern
	  1.1.2 Accrual
	  1.1.3 Prudence
	  1.1.4 Matching
	1.2 Accounting equation
	1.3 Users of accounting information
		• Practical assessments
		• Projects
		• Poe evaluation
		• Third party reports
		• Written tests

2. Prepare books of original entries	2.1 Classification of transactions
	  2.1.1 Cash transactions
	  2.1.2 Credit transactions
	2.2 Source documents
	  2.2.1 Invoices
	  2.2.2 Vouchers
	  2.2.3 Receipts
	2.3 Books of original entry
	  2.3.1 Purchases day book
	  2.3.2 Sales day book
	  2.3.3 Petty cash book
	2.4 Source documents recording
		• Practical
		• Projects
		• Poe evaluation
		• Third party reports
		• Written tests

3. Post transaction to the ledger	3.1 Classification of ledgers	• Practical

	3.1.1 General ledger 3.1.2 Sales ledger 3.1.3 Purchases ledger 3.2 ledger accounts identification 3.3 Posting of transactions to ledgers 3.4 Balancing off ledger accounts 3.5 Trial Balance 3.6 Preparation of Trial Balance	• Projects • Poe evaluation • Third party reports • Written tests

4. Prepare cash books	4.1 Cash books
	      4.1.1 Two column cashbook
	      4.1.1 Three column cashbook
	      4.1.2 Petty cashbook
	4.2 Classification of cash receipts
	4.3 Recording of cash receipts
	4.4 Discounts
	      4.4.1 Cash discounts
	      4.4.2 Trade discounts
	      4.4.3 Quantity discounts
		• Practical
		• Projects
		• Poe evaluation
		• Third party reports
		• Written tests

5. Correct accounting errors	5.1 Errors affecting the trial balance 5.2 Errors that do not affect the trial balance 5.3 Correction of errors 5.4 Suspense account 5.5 Reported gross/net profit	• Practical • Projects • Poe evaluation • Third party reports

	5.6 The final statement of financial position	• Written tests

6. Prepare bank reconciliation statements	6.1 Cash book and bank statement balance discrepancies:
	    6.1.2 Items appearing in the cashbook but not in the bank statement
	    6.1.3 Items appearing in the bank statement but not in the cash book
	    6.1.4 Errors
	6.2 Update the cash book
	6.3 Bank reconciliation statement
		• Practical
		• Projects
		• Poe evaluation
		• Third party reports
		• Written tests

7. Maintain non-current assets' register	7.1 Determining costs of assets as per Accounting standards 7.2 Depreciation computation 7.3 Depreciation recording as per accounting guidelines 7.4 Accounting treatment on depreciation 7.5 Acquisition of Non-current assets 7.6 Disposal of non-current assets 7.7 Determining asset balances	• Practical • Projects • Poe evaluation • Third party reports • Written tests

8. Maintain receivables and payables ledgers	3.1 Bad debts written off
	3.2 Provision for bad debts
	3.3 Adjusting receivable balances
	3.4 Adjusting Payable balances
	3.5 Control accounts:
	    3.5.1 Sales ledger control account
	    3.5.2 Purchases ledger control account
		• Practical
		• Projects
		• Poe evaluation
		• Third party reports
		• Written tests

9. Prepare sole trader statements	9.1. Income and expenditure 9.2. Year-end adjustments 9.3. Accruals 9.4 Prepayments 9.5 Provisions 9.6 Statement of profit or loss 9.7 Statement of financial position items 9.8 Statement of financial position	• Practical • Projects • Poe evaluation • Third party reports • Written tests

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account	1	1:1

		Antivirus Software		

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

MODULE II

DIGITAL LITERACY

UNIT CODE: 0413 541 06A

TVET CDACC Unit code: BUS/CU/COP/BC/01/5/MA

Duration of Unit: 80 Hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Digital Literacy

Unit Description

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, managing data and information, performing online communication and collaboration, applying cybersecurity skills, and performing jobs online.

Summary of Learning Outcomes

S/O	ELEMENTS	DURATION (HRS)
1.	Apply communication channels Operate Computer Devices	6
2.	Solve Tasks Using Office Suite	6
3.	Manage Data and Information	6
4.	Perform Online Communication and Collaboration	6
5.	Apply Cyber security Skills	5
6.	Perform Online Jobs	5
7.	Apply job entry techniques	6
	TOTAL	**40HRS**

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Operate computer devices	1.1 Computer device Desktops
	    1.1.1 Laptops
	    1.1.2 Smartphones
	    1.1.3 Tablets
	    1.1.4 Smartwatches
	1.2 Computer Hardware
	    1.2.1 The System Unit E.g. Motherboard, CPU, casing
	    1.2.2 Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices.
	    1.2.3 Output Devices e.g. hardcopy output and softcopy output
	    1.2.4 Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives
	    1.2.5 Computer Ports e.g. HDMI, DVI, VGA, USB type C
	1.3 Classification of computer software
	    1.3.1 System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS)
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Learning Outcome	Content	Suggested Assessment Methods

	1.3.2 Application Software e.g. Word Processors, Spreadsheets, Presentations etc.
	 1.3.3 Utility Software e.g. Antivirus programs
	 1.4 Procedure for turning on and off computer devices
	 1.5 Mouse use techniques
	     1.5.1 Clicking
	     1.5.2 Double-clicking
	     1.5.3 Right-clicking
	     1.5.4 Drag and drop
	 1.6 Keyboard Techniques
	 1.7 File and folders creation
	 1.8 Computer Internet Connection Options
	     1.8.1 Mobile Networks/Data Plans
	     1.8.2 Wireless Hotspots
	     1.8.3 Cabled (Ethernet/Fiber)
	     1.8.4 Dial-Up
	     1.8.5 Satellite
	 1.9 Computer external devices management
	     1.9.1 Device connections
	     1.9.2 Device controls (volume controls and display properties)	

Learning Outcome	Content	Suggested Assessment Methods

2. Solve tasks using Office suite	2.1 Word Processing concepts
	
	   2.1.1 Creating word documents
	
	   2.1.2 Editing word documents
	
	   2.1.3 Formatting word documents
	
	   2.1.4 Saving word document
	
	   2.1.5 Printing word documents
	
	2.2 Worksheet data preparation
	
	2.3 Worksheet data editing
	
	2.5 Data manipulation on a worksheet
	
	   2.5.1 Use of formulae
	
	   2.5.2 Use of functions
	
	   2.5.3 Sorting
	
	   2.5.4 Filtering
	
	   2.5.5 Visual representation using charts
	
	2.6 Worksheet saving and printing
	
	2.7 Electronic presentation concepts
	
	2.8 Worksheet printing
	
	2.9 Electronic Presentation concepts
	
	   2.9.1 Creating slides
	
	   2.9.2 Editing slides
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Learning Outcome	Content	Suggested Assessment Methods
	2.9.3 Formatting slides 2.9.4 Applying slide effects and transitions 2.9.5 Creating and playing slideshows 2.9.6 Saving presentations 2.9.7 Printing slides and handouts	

3. Manage Data and Information	3.1 Types of internet services
	
	   3.1.1 Communication Services
	
	   3.1.2 Information Retrieval Services
	
	   3.1.3 File Transfer
	
	   3.1.4 World Wide Web Services
	
	   3.1.5 Web Services
	
	   3.1.6 Automatic Network Address Configuration
	
	   3.1.7 News Group
	
	   3.1.8 Ecommerce
	
	3.2 Types of Internet Access Applications
	
	   3.2.1 Browsers
	
	   3.2.2 Email Apps
	
	   3.2.3 E-commerce Apps
	
	3.3 Internet search
	
	3.4 Online digital content download
	
	3.5 Identification and back up of digital content
		• Portfolio of Evidence
		
		• Project
		
		• Written assessment
		
		• Practical assessment
		
		• Oral assessment

Learning Outcome	Content	Suggested Assessment Methods

4. Perform online communication and collaboration	4.1 Netiquette principles
	4.2 Communication concepts
	    4.2.1 Online communities
	    4.2.2 Communication tools
	    4.2.3 Email concepts
	4.3 Using email
	    4.3.1 Sending email
	    4.3.2 Receiving email
	    4.3.3 Tools and settings
	    4.3.4 Organizing email
	4.4 Digital content copyright and licenses
	4.5 Online collaboration tools
	    4.5.1 Online Storage (Google Drive)
	    4.5.2 Online productivity applications (Google Docs & Forms)
	    4.5.3 Online meetings (Google Meet/Zoom)
	    4.5.4 Online learning environments
	    4.5.5 Online calendars (Google Calendars)
	    4.5.6 Social networks (Facebook/Twitter - Settings & Privacy)
	4.6 Preparation for online collaboration
		• Observation
		
		• Portfolio of Evidence
		
		• Project
		
		• Written assessment
		
		• Practical assessment
		
		• Oral assessment

Learning Outcome	Content	Suggested Assessment Methods

	4.6.1 Common setup features
	4.6.2 Setup
	4.7 Mobile collaboration
	    4.7.1 Key concepts
	    4.7.2 Using mobile devices
	    4.7.3 Applications
	    4.7.4 Synchronization	

5. Apply cybersecurity skills	5.1 Data protection and privacy
	    5.1.1 Confidentiality of data/information
	    5.1.2 Integrity of data/information
	    5.1.3 Availability of data/information
	5.2 Internet security threats
	    5.2.1 Malware attacks
	    5.2.2 Social engineering attacks
	    5.2.3 Distributed denial of service (DDoS)
	    5.2.4 Man-in-the-middle attack (MitM)
	    5.2.5 Password attacks
	    5.2.6 IoT Attacks
	    5.2.7 Phishing Attacks
	    5.2.8 Ransomware
	5.3 Computer threats and crimes
	5.4 Cybersecurity control measures
	    5.4.1 Physical Controls
		• Observation
		• Portfolio of Evidence
		• Project
		• Written assessment
		• Practical assessment
		• Oral assessment

Learning Outcome	Content	Suggested Assessment Methods
	5.4.2 Technical/Logical Controls (Passwords,PINs, Biometrics) 5.4.3 Operational Controls 5.5 Laws governing protection of ICT in Kenya 5.5.1 The Computer Misuse and Cybercrimes Act No. 5 of 2018 5.5.2 The Data Protection Act No. 24 Of 2019	
6. Perform Online Jobs	6.1 Introduction to online working 6.2 Types of online Jobs 6.3 Online job platforms 6.3.1 Remotask 6.3.2 Data annotation tech 6.3.3 Cloud worker 6.3.4 Upwork 6.3.5 Oneforma 6.3.6 Appen 6.4 Online account and profile management 6.5 Identifying online jobs/job bidding 6.6 Online digital identity 6.7 Executing online tasks 6.8 Management of online payment accounts.	7 Observation 8 Portfolio of Evidence 9 Project 10 Written assessment 11 Practical assessment 12 Oral assessment
7. Apply job entry techniques	7.1 Types of job opportunities 7.1.1 Self-employment	• Observation • Oral

Learning Outcome	Content	Suggested Assessment Methods

	7.1.2 Service provision
	7.1.3 product development
	7.1.4 salaried employment
	7.2 Sources of job opportunities
	7.3 Resume/ curriculum vitae
	7.4 Job application letter
	    7.4.1 What to include
	    7.4.2 Addressing a cover letter
	    7.4.3 Signing off a cover letter
	7.5 Portfolio of Evidence
	    7.5.1 Academic credentials
	    7.5.2 Letters of commendations
	    7.5.3 Certification of participations
	    7.5.4 Awards and decorations
	7.6 Interview skills
	7.7 Generally knowledgeable in current affairs and technical area
		assessment
		• Portfolio of evidence
		• Third party report
		8 Written assessment

Suggested Methods of Instruction

- Practical work by trainees
- Viewing of related videos
- Group discussions
- Project
- Role play
- Case study

Recommended Resources for 30 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
12.	Charts	• Flip Charts • Rules and Regulations	5	1:6
13.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
14.	Smart board (Where Applicable)	LCD or projector	1	1:30
15.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
16.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
17.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
18.	Markers	Whiteboard markers and permanent Markers	5	1:6
19.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
20.	Desktops	Any model	30	1:1
21.	Printer	Inkjet, LaserJet	2	1:15
22.	Computers Software:	•Windows/Linux/Macintosh Operating System	1	1:1

		•Microsoft Office Software •Google Workspace Account Antivirus Software		

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

ENTREPRENEURIAL SKILLS

UNIT CODE: 0413 541 07A

TVET CDACC Unit code: BUS/CU/COP/BC/04/5/MA

Duration of unit: 60 hours

Relationship to occupational standards

This unit addresses the unit of competency: Apply Entrepreneurial Skills.

Unit Description:

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves demonstrating an understanding of financial literacy, applying entrepreneurial concepts identifying entrepreneurship opportunities, applying business legal aspects, and developing business innovative strategies and business plans.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Apply financial literacy	6
2.	Apply the entrepreneurial concept	7
3.	Identify entrepreneurship opportunities	6
4.	Apply business legal aspects	7
5.	Innovate Business Strategies	8
6.	Develop a business plan	6
	TOTAL	**40**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply financial literacy	1.1 Sources of personal and business funds	• Project • Written

Learning Outcome	Content	Suggested Assessment Methods
	1.1.1 Salary/Wages 1.1.2 Investments 1.1.3 Savings 1.1.4 Inheritance 1.1.5 Government Benefits 1.1.6 Equity financing 1.1.7 Debt financing 1.1.8 Retained earnings 1.1.9 Leasing and asset financing 1.2 Personal finance management 1.3 Saving management 1.4 Debt management 1.5 Investment decisions 1.6 Types of investments 1.7 Insurance services 1.8 insurance products available in the market 1.9 Insurable risks	assessment • Oral assessment • Third party report • Interviews

2.Apply entrepreneurial concept	2.1 Difference between Entrepreneurs and Business persons
	2.2 Types of entrepreneurs
	  2.2.1 Innovators
	  2.2.2 Imitators
	  2.2.3 Craft
		1. Project
		2. Written assessment
		3. Oral assessment
		4. Third party report

Learning Outcome	Content	Suggested Assessment Methods
	2.2.4 Opportunistic	
	2.2.5 Speculators	
	2.3 Ways of becoming an entrepreneur	
	2.4 Characteristics of Entrepreneurs	
	2.4.1 Creative	
	2.4.2 Innovative	
	2.4.3 Planner	
	2.4.4 Risk taker	
	2.4.5 Networker	
	2.4.6 Confident	
	2.4.7 Flexible	
	2.4.8 Persistent	
	2.4.9 Patient	
	2.4.10 Independent	
	2.4.11 Future oriented	
	2.4.12 Goal oriented	
	2.5 Salaried employment and self-employment	
	2.6 Requirements for entry into self-employment	
	2.6.1 Technical skills	
	2.6.2 Management skills	
	2.6.3 Entrepreneurial skills	
	2.6.4 Resources	
	2.6.5 Infrastructure	

Learning Outcome	Content	Suggested Assessment Methods
	2.7 Roles of an Entrepreneur in an enterprise 2.8 Contributions of Entrepreneurship	
3.Identify entrepreneurship opportunities	3.1 Sources of business ideas 3.2 Factors to consider when evaluating business opportunity 3.3 Entrepreneurial opportunities 3.4 Business ideas and opportunities generation 3.5 Business life cycle	• Project • Written assessment • Oral assessment • Third party report

4.Apply business legal aspects	4.1 Forms of business ownership
	    4.1.1 Sole proprietorship
	    4.1.2 Partnership
	    4.1.3 Limited companies
	    4.1.4 Cooperatives
	4.2 Business registration and licensing processing
	4.3 Types of contracts and agreements
	4.4 Employment laws
	4.5 Taxation laws
		• Project
		• Written assessment
		• Oral assessment
		• Third party report

5.Innovate business Strategies	5.1 Innovative business strategies 5.2 Creativity in business 5.3 Development of innovative business standards 3.1 New products	• Project • Written assessment • Oral assessment • Third party report

Learning Outcome	Content	Suggested Assessment Methods
	3.2 New methods of production	
	3.3 New markets	
	3.4 New sources of supplies	
	5.4 Entrepreneurial Linkages	
	5.5 ICT in business growth and development	
6.Develop Business Plan	1.1 Business idea description 1.2 Business idea development 1.3 Marketing plan 1.4 Organizational/Management Plan 1.5 Production/operation plan 1.6 Financial plan 1.7 Executive summary 1.8 Business plan presentation 1.9 Business idea incubation	• Written assessment • Project • Oral assessment • Third party report

Suggested Methods of Instruction

- Direct instruction with active learning strategies
- Project (Business plan)
- Case studies
- Field trips
- Group Discussions
- Demonstration
- Question and answer
- Problem solving
- Experiential

- Team training

- Guest speakers

Recommended Resources for 30 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
23.	Charts	• Flip Charts • Rules and Regulations	5	1:6
24.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
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32.	Printer	Inkjet, LaserJet	2	1:15
33.	Computers Software:	•Windows/Linux/Macintosh Operating System	1	1:1

		•Microsoft Office Software •Google Workspace Account Antivirus Software		

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

BASIC TELLER OPERATIONS

UNIT CODE: 0413 454 08A

TVET CDACC Unit code: BUS/CU/COP/CR/03/5/MA

Duration of Unit: 80 hours

Relationship to Occupational Standards:

This unit addresses the Unit of Competency: Perform Basic Teller Operations.

Unit DESCRIPTION

This unit specifies the competencies required to perform basic teller operations. It involves; manage tellers' float, receive customer deposits, process member withdrawal, carry out daily transactions' reconciliation and prepare daily cash reports.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Manage tellers' float	16
2.	Receive customer deposits	12
3.	Process member withdrawal	12
4.	Process incoming and out-going cheques	12
5.	Carry out daily transactions' reconciliation	12
6.	Prepare daily cash reports	16
	TOTAL	**80 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Manage tellers' float	1.1 Cash management process
	    1.1.1 Cash inflows
	    1.1.2 Cash outflows
	1.2 Types of deposits
	    1.2.1 Cash
	    1.2.2 Cheques
	1.3 Timely and accurate recording of received deposits
	1.4 Withdrawal processing
	    1.4.1 Over-the-counter
	    1.4.2 ATM
	1.5 Withdrawals recording
	1.6 Tellers cash report preparation
	1.7 Cash discrepancies reconciliation
	1.8 Closing float processing
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Receive customer Deposits	2.1 Receipt of cash deposits and banking-in slips
	2.2 Verification of cash received and banking-in slips
	    2.2.1 Cross-checking amounts
	    2.2.2 Verifying signatures
	2.3 Reconciliation in cash management
	    2.3.1 Manual
	    2.3.2 Automated
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

3. Process member withdrawal	3.1 Procedures for receiving withdrawal vouchers	• Practical assessment

	3.2 Member identification
	
	    3.2.1 ID checks
	
	    3.2.2 Membership verification
	
	    3.2.3 Biometric
	
	3.3 Withdrawal slip generation
	
	    3.3.1 Manual
	
	    3.3.2 Automated
	
	3.4 Withdrawal slip authentication
	
	3.5 Withdrawal slips issuance
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Process incoming and out-going cheques	4.1 Cash opening balance recording
	
	4.2 Recording total deposits
	
	4.3 Recording total withdrawals
	
	4.4 Reconciliation of transactions
	
	    4.4.1 Daily
	
	    4.4.2 Weekly
	
	    4.4.3 Monthly
	
	    4.4.4 Periodic
	
	4.5 Teller cash report preparation
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

5. Carry out daily transactions' reconciliation	5.1 Receipt of cheques
	
	5.2 Verification of received cheques
	
	5.3 Discrepancies that may arise with cheques
	
	    5.3.1 Signature discrepancies
	
	    5.3.2 Amount discrepancies
	
	    5.3.3 Stale cheques
	
	5.4 Recording of cheques
	
	5.5 Cheque dispatch
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

| 6. Prepare daily cash reports. | 6.1 Opening balance recording
6.2 Cash book transactions
    6.2.1   Income
    6.2.2   Expenses
    6.2.3   Deposits
    6.2.4   Withdrawals
6.3 Reconciliation statement
6.4 Reconciliation report preparation | • Practical assessment
• Project
• Portfolio of evidence
• Third party reports
• Written tests
• Oral questions |

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6

3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines

- E-learning resources

COOPERATIVE STORES ACTIVITIES

UNIT CODE: 0413 454 09A

TVET CDACC Unit code: BUS/CU/COP/CR/04/5/MA

Duration of Unit: 80 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Cooperative Stores Activities.

Unit Description

This unit specifies the competencies required to perform cooperative stores activities. It involves; receive cooperative incoming materials, maintain cooperative stores records, dispatch cooperative stores materials, maintain cooperative store facility and prepare cooperative stores report.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Receive cooperative incoming materials	16
2.	Maintain cooperative stores records	12
3.	Dispatch cooperative stores materials	20
4.	Maintain cooperative store facility	32
	TOTAL	**80 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Receive cooperative incoming materials	1.1 Verification of cooperative incoming materials
	   1.1.1 Procedure of receiving co-operative society goods
	   1.1.2 Meaning of local purchase order (LPO)
	1.2 Coding of incoming materials
	1.3 Recording of incoming materials
	1.4 Storage of incoming materials
	1.5 Legal documentation
	1.7 Inventory management systems
		•

2. Maintain cooperative stores records	2.1 Recording opening material balance 2.2 Incoming materials update 2.3 Material issues update 2.4 Computation of material closing balance 2.5 Stores report preparation	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

3. Dispatch cooperative stores materials	3.1 Verification of requisition documents
	   3.1.1 Purchase orders
	   3.1.2 Authorization forms
	3.2 Establishment of available requisitioned materials
	3.3 Issuance of requisitioned materials
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

| 4. Maintain cooperative store facility | 4.1 Physical cleanliness of the cooperative store facility
4.2 Efficient arrangement of cooperative store facility
4.3 Storage techniques
    4.3.1 FIFO
    4.3.2 LIFO
    4.3.3 Just in time
4.4 Physical security of the cooperative store facility
4.5 Requirements for storage of goods
    4.5.1 Benefits of appropriate storage
    4.5.2 Factors to consider when determining suitability of a Co-operative society store | • Practical assessment
• Project
• Portfolio of evidence
• Third party reports
• Written tests
• Oral questions |

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
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3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
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- Magazines
- E-learning resource

MODULE III

PRINCIPLES OF COMMERCIAL LAW

UNIT CODE: 0421 554 10A

TVET CDACC Unit code: BUS/CU/COP/CC/03/5/MA

Duration of unit: 110 hours

Relationship to Occupational Standards: This unit addresses the Unit of Competency: Apply Principles of Commercial Law

UNIT DESCRIPTION

This unit specifies the competencies required to demonstrate principles of commercial law. It involves analyzing the context of law, applying knowledge of court structures, applying the law of torts, the law of contract, the law of agency, the law of sale of goods, hire purchase contract, applying the law of negotiable instruments, the law of insurance, and the law of property.

Summary of learning outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Demonstrate understanding of nature of law	8
2.	Illustrate structure of court system in Kenya	16
3.	Apply law of Tort	10
4.	Apply law of Contract	26
5.	Apply law of Agency	8
6.	Apply law of Sale of Good	8
7.	Apply hire purchase contracts	6
8.	Apply law of negotiable instruments	8
9.	Apply law of insurance	8
10.	Apply law of property	12
	TOTAL	**110**

Learning Outcomes, Content and Suggested Assessment Methods

Learning outcome	Content	Suggested Assessment Methods

1. Demonstrate understanding of nature of law	1.1 Nature of law
	1.2 Purpose of law
	1.3 Sources of law.
	    1.3.1 Constitution
	    1.3.2 Legislation
	    1.3.3 Common law
	    1.3.4 Equity
	    1.3.5 African customary law
	    1.3.6 Islamic law
	1.4 Classifications of Commercial Law
	    1.4.1 Written and unwritten
	    1.4.2 National and international
	    1.4.3 Public and private
	    1.4.4 Substantive and procedural
	    1.4.5 Criminal and civil
	1.5 Comparison between Law and Morality
		• Oral questions
		• Written assessment
		• Portfolio of Evidence
		• Practical assessment
		• Third party report

2 Illustrate structure of court system in Kenya	2.1 Court structure in Kenya
	2.2 Composition of Kenyan courts
	    2.2.1 Supreme Court
	    2.2.2 Court of Appeal
	    2.2.3 High Court
	    2.2.4 Employment and Labour Relations Court
	    2.2.5 Environment and Land Court
	    2.2.6 Magistrates Court
	    2.2.7 Court Martial
	    2.2.8 Kadhis' Court
	2.3 Jurisdiction of Courts.
	    2.3.1 Original
	    2.3.2 Appellate
	    2.3.3 Territorial.
	    2.3.4 Pecuniary
	2.4 Procedure of appointment and removal of magistrates and judges
	2.5 Tribunals
	2.6 The role of the JSC, AG, LSK, and ODPP in the Kenyan legal system.
		• Oral questions
		• Written assessment
		• Portfolio of Evidence
		• Practical assessment
		• Third party report

| 3 | Apply law of Tort | 3.1 Nature of tortuous liability
3.2 Tort, crime vs breach of contract
3.3 Capacity to sue /be sued by the law of tort.
3.4 Types of tort.
    3.4.1   Negligence
    3.4.2   Defamation
    3.4.3   Nuisance
    3.4.4   Trespass
3.5 General defences in tort
3.6 Elements of tort | • Oral questions
• Written assessment
• Portfolio of Evidence
• Practical assessment
• Third party report |
| 4 | Apply law of Contract | 4.1 Essential of a valid contract
    4.1.1   Offer
    4.1.2   Acceptance
    4.1.3   Capacity
    4.1.4   Intention
    4.1.5   Consideration
    4.1.6   Legality
4.2 Types of Contracts
    4.2.1   Specialty/written
    4.2.2   Simple contracts
    4.2.3   Contracts under seal
    4.2.4   Contracts requiring written evidence
    4.2.5   Evidence in Writing
4.3 Methods of discharging a contract.
    4.3.1   Express agreement
    4.3.2   Performance | • Oral questions
• Written assessment
• Portfolio of Evidence
• Practical assessment
• Third party report |

	4.3.3 Breach	
	4.3.4 Impossibility/doctrine of frustration	
	4.3.5 Operation of law	
	4.4 Remedies of breach of a contract	
	4.4.1 Equitable doctrine of part performance	
	4.5 Terms of contract	
	4.5.1 Express	
	4.5.2 implied	
5 Apply law of Agency	5.1 Formation and classification of agents 5.1.1 General agent 5.1.2 Special agent 5.2 Agents' authority 5.3 Duties of agents 5.3.1 Performance 5.3.2 Obedience 5.3.3 Care and skill 5.3.4 Estoppel 5.3.5 Account 5.3.6 Personal performance 5.4 Rights of Agents 5.4.1 Rights to sue 5.4.2 Right to lien 5.5 Methods of terminating an agency. 5.5.1 Agreement 5.5.2 Withdraw 5.5.3 Death 5.5.4 Performance	• Oral questions • Written assessment • Portfolio of Evidence • Practical assessment • Third party report

		5.5.5 Lapse of time	
		5.5.6 Insanity	
		5.5.7 Bankruptcy	

6	Apply law of Sale of Goods	6.1 Sale and agreement to sell
		6.2 Capacity to buy and sell.
		6.3 Terms of Sale of Goods.
		    6.3.1 Conditions
		    6.3.2 Warranties
		6.4 Caveat emptor
		    6.4.1 meaning of caveat emptor
		    6.4.2 exception to caveat emptor
		6.5 Factors affecting the transfer of title.
		6.6 Rights of parties in the sale of goods.
		6.7 Auction process.
		6.8 Duties of the seller
		6.9 Duties of the buyer.
			• Oral questions
			• Written assessment
			• Portfolio of Evidence
			• Practical assessment
			• Third party report

7	Apply hire purchase contracts.	7.1 Nature of Hire Purchase 7.2 Hire purchase agreement. 7.3 Conditions of Terminating Hire Purchase Agreement. 7.4 Completion of hire purchase agreement.	• Oral questions • Written assessment • Portfolio of Evidence • Practical assessment • Third party report

8	Apply law of negotiable instruments	8.1 Negotiable instruments.
		    8.1.1 Cheques
		    8.1.2 Bill of exchange
		    8.1.3 Promissory note
		8.2 Characteristics of negotiable instruments.
		8.3 Elements of negotiable instruments.
			• Oral questions
			• Written assessment
			• Portfolio of Evidence
			• Practical assessment
			• Third party report

9	Apply law of insurance	9.1 Insurance contracts
		    9.1.1 Elements of insurance.
		9.2 Principles of insurance.
		    9.2.1 Utmost good faith.
		    9.2.2 Subrogation
		    9.2.3 Indemnity
		    9.2.4 Proximate cause
		    9.2.5 Third party insurance
		    9.2.6 Re-instatement.
		    9.2.7 Salvage.
		    9.2.8 Contribution and appointment.
		9.3 Formation of insurance contract
		9.4 Requirement for insurance contract.
		9.5 Discharge of insurance contract.
			• Oral questions
			• Written assessment
			• Portfolio of Evidence
			• Practical assessment
			• Third party report

10	Apply law of property.	10.1 Classifications of property
		    10.1.1 Real and personal
		    10.1.2 Movable
		    10.1.3 Immovable
		    10.1.4 Tangible
		    10.1.5 Intangible
			• Oral questions
			• Written assessment
			• Portfolio of Evidence
			• Practical assessment
			• Third party report

		10.2 Land interest.
		10.3 Intellectual property.
		10.3.1 Patents
		10.3.2 Trademarks
		10.3.3 Copyrights
		10.3.4 Industrial designs

Suggested delivery methods

1) Demonstration

2) Practical work by trainee

3) Fieldwork and benchmarking

4) Group discussions

5) Case studies

6) Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30

	4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B		**Learning Facilities & Infrastructure**			
	5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
	6.	Internet Connection	System	1	1:30
C		**Consumable Materials**			
	7.	Markers	Whiteboard markers and permanent Markers	5	1:6
	8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D		**Tools And Equipment**			
	9.	Desktops	Any model	30	1:1
	10.	Printer	Inkjet, LaserJet	2	1:15
	11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

1. Organization operating procedures
2. Industry/workplace codes of practice
3. Cooperative societies act
4. Sacco societies act
5. Text books
6. Cooperative society journals
7. Magazines
8. E-learning resources
9. Occupational standards

COOPERATIVE SOCIETY SECURITY MEASURES

UNIT CODE: 0413 551 11A

TVET CDACC Unit code: BUS/CU/COP/CR/05/5/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Cooperative Society Security Measures.

UNIT DESCRIPTION

This unit specifies the competencies required to manage cooperative society security measures. It involves; develop cooperative security procedures, conduct security training, supervise security gadgets, determine security risks, determine mitigation measures, monitor security measures and prepare security report.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To develop cooperative security procedure	16
2.	To conduct cooperative security training	20
3.	To determine cooperative security risks	20
4.	To supervise cooperative security gadgets	8
5.	To monitor cooperative security risk occurrences	12
6.	To monitor cooperative security measures	12
7.	To prepare cooperative security report	12
	TOTAL	**100 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Develop cooperative	1.1 Drafting cooperative security procedures.	• Practical assessment • Project

security procedures	1.2 Reviewing cooperative security draft procedures. 1.3 Security policies development 1.4 Approving security policies.	• Portfolio of evidence • Third party reports • Written tests • Oral questions
2. Conduct cooperative security training	2.1 Training needs assessment. 2.2 Training objectives. 2.3 Training programs. 2.4 Training budget. 2.5 Security training. 2.6 Training evaluation. 2.7 Training report.	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

3. Determine cooperative security risks	3.1 Security risks
	    3.1.1 Physical risks
	    3.1.2 Data security
	    3.1.3 Human security risk
	    3.1.4 Compliance/regulatory risks
	3.2 Security risks assessment
	3.3 Security risks categorization
	3.4 Impacts of security risks
	3.5 Mechanisms for managing cooperative risks
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Supervise cooperative security gadgets	4.1 Security gadgets installation
	    4.1.1 CCTV
	    4.1.2 Security lights
	    4.1.3 Fire alarms
	4.2 Security gadgets inspection
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	4.3 Faulty security gadgets identification	
	4.4 Repair and maintenance faulty security gadgets	
	4.5 Obsolete security gadgets update	

5. Monitor cooperative security risk occurrences	5.1 Mitigation measures
	
	    5.1.1 Data protection
	
	    5.1.2 Insurance covers
	
	    5.1.3 Physical security measures
	
	    5.1.4 Security guards
	
	5.2 Risk mitigation measures analysis
	
	5.3 Mitigation measures selection
	
	5.4 Adoption of selected mitigation measures
	
	5.5 Control of adopted mitigation measures
	
	5.6 Barriers to effective risk mitigation
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

6. Monitor cooperative security measures	6.1 Risk occurrences identification 6.2 Risk occurrences recording 6.3 Impact of risk occurrences analysis 6.4 Risk Intervention measures	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions
7. Prepare cooperative security report	7.1 Security gaps 7.2 Security report preparation 7.3 Security recommendations 7.4 Emerging issues and trends	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests

		• Oral questions

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
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4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
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C	Consumable Materials			
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8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	Tools And Equipment			
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10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

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MANAGEMENT SKILLS

UNIT CODE: 0413 541 12A

TVET CDACC Unit code: BUS/CU/COP/CC/04/5/MA

Duration of Unit: 70 Hours

Relationship to occupational standards

This unit addresses the unit of competency: Apply Management Skills.

UNIT DESCRIPTION

This unit describes competencies required to effectively apply management principles in the workplace. It covers applying planning principles, organizing principles, directing principles and coordinating principles.

Summary of learning outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Apply planning principle	20
2.	Apply organizing principle	18
3.	Apply directing principle	18
4.	Apply coordinating principle	14
	TOTAL	**70 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply planning principle	1.1 Goals and objectives 1.1.1 Innovation and adaptability 1.1.2 Customer satisfaction	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

	1.1.3 Employee engagement and development	
	1.1.4 Achieve sustainable growth	
	1.1.5 Ensure financial growth and profitability	
	1.1.6 Identify opportunities for growth and diversification	
	1.2 Work plans	
	1.2.1 Creating timelines	
	1.2.2 Break down the project into specific tasks	
	1.2.3 Identifying resources required	
	1.2.4 Identifying potential risks and challenges	
	1.2.5 Process for seeking approvals	
	1.3 Monitoring of work progress	
	1.4 Principles of planning	
	1.4.1 Vision and mission	
	1.4.2 Data-driven decision making	
	1.4.3 Flexible plans	
	1.4.4 Transparency in decision making	

	1.4.5 Fair and equitable decision making 1.5 Steps in planning process 1.6 Barriers to planning 1.7 Guidelines to avoiding barriers 1.8 Management by objectives 1.9 Types of plans 1.9.1 Tactical plans 1.9.2 Strategic plans 1.9.3 Operational plans	
2. Apply organizing principle	2.1 Office goals and objectives 2.2 Office tasks and responsibilities 2.3 Monitoring of progress 2.4 Process of organization 2.5 Organizing components 2.6 Authority and responsibility 2.7 Organization structures 2.7.1 Product line structure 2.7.2 Matrix structure 2.7.3 Geographical-based structure 2.8 Delegation 2.9 Centralization and decentralization 2.10 Principles of organization	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

3. Apply directing principle	3.1 Orders and instructions
	3.2 Staff Supervision
	3.3 Exchange of opinions and ideas
	3.4 Characteristics of successful leaders
	3.5 Leadership roles
	3.6 Theories
	3.7 Leadership styles
	   3.7.1 Bureaucratic leadership
	   3.7.2 Charismatic leadership
	   3.7.3 Situational leadership
	   3.7.4 Autocratic leadership
	3.8 Communication structures
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Apply coordinating principle	4.1 Work schedules creation 4.2 Roles and responsibilities 4.3 Rewards and recognition	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

Suggested Methods of Instruction

- Demonstration
- Practical work by trainee

- Fieldwork and benchmarking
- Group discussions
- Role plays
- Case studies

Recommended Resources for 30 trainees

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- Magazines
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- Occupational standards

BUSINESS MATHEMATICS AND STATISTICS

UNIT CODE: 0413 454 13A

TVET CDACC Unit code: BUS/CU/COP/CC/05/5/MA

UNIT DURATION: 100 Hours

Relationship to Occupational Standards: This unit addresses the Unit of Competency: Apply Business Calculations and Statistics

Unit Description

This unit specifies the competencies required to apply business mathematics and statistics to solve business problems. It involves working out commercial mathematics, applying statistical equations, applying statistical matrices, carrying out elementary statistics, carrying out descriptive statistics, applying set theory, applying basic probability theory and using index numbers.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Work-out commercial mathematics	14
2.	Apply statistical equations	14
3.	Apply statistical matrices	22
4.	Carry out elementary statistics	11
5.	Carry out descriptive statistics	9
6.	Apply set theory	9
7.	Apply basic probability theory	14
8.	Use index numbers	7
	TOTAL	**100 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Work-out commercial mathematics	1.1 Types of discounts
	    1.1.1 Cash discount
	    1.1.2 Trade discount
	    1.1.3 Quantity discount
	1.2 Commissions
	1.3 Methods of calculating wages
	    1.3.1 Piece rate
	    1.3.2 Hourly rate
	1.4 Computing wages and salaries
	1.5 Simple and compound interest
	1.6 Profit margin and Mark-ups
	1.7 Gross pay and net pay calculation
	1.8 Depreciation and appreciation of assets
	1.9 Determining hire purchase price
	1.10 Foreign exchange transactions
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Apply statistical equations	2. 1 Solving linear equations with one or more variables
	2.2 Solving quadratic equations
	    2.2.1 Formula method
	    2.2.2 Factorization
	2.3 Simultaneous equations
	    2.3.1 Substitution method
	    2.3.2 Elimination method
	    2.3.3 Matrix method
	2.4 Breakeven analysis
	2.5 Calculus
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	2.5.1 Differentiation	
	2.5.2 Integration	
	2.6 Total revenue, total cost and profit equations formulation	

3. Apply statistical matrices	3.1 Introduction to matrices
	3.2 Operations of matrices
	    3.2.1 Addition
	    3.2.2 Subtraction
	    3.2.3 Division
	    3.2.4 Multiplication
	3.3 Solving a 2*2 matrix
	3.4 Determinants of a 2*2 matrix
	3.5 Inverse of a 2*2 matrix
	3.6 Application of matrices in solving business operations
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Carry out elementary statistics	4.1 Introduction to data collection
	4.2 Methods of data collection
	    4.2.1 Primary
	    4.2.2 Secondary Data
	4.3 Sampling techniques
	    4.3.1 Probability
	    4.3.2 Non-probability
	4.4. Methods of data presentation
	    4.4.1 Tables and diagrams
	        4.4.1.1.Frequencydistribution table
	        4.4.1.2.Bar charts
	        4.4.1.3 Pie charts
	        4.4.1.4 Histogram
	        4.4.1.5 frequency polygons
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	4.4.2 Types of graphs
	
	    4.4.2.1 Basic time series
	
	        graphs
	
	    4.4.2.2 z-charts
	
	    4.4.2.3 Lorenz curves
	
	    4.4.2.4 Semi-log graphs
	
	4.5 Cumulative frequency
	
	curves (OGIVE)	

5. Carry out descriptive statistics	5.1 Measures of central tendency
	
	    5.1.1 Mean
	
	    5.1.2 Mode
	
	    5.1.3 median
	
	5.2 Measures of dispersion
	
	    5.2.1 Variance
	
	    5.2.2 Standard deviation
	
	5.3 Measures of skewness and kurtosis
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

6. Apply set theory	6.1 Basic set definitions
	
	    6.1.1.Set
	
	    6.1.2 Element
	
	    6.1.3 Empty set
	
	6.2 Operations on sets
	
	    6.2.1 Union
	
	    6.2.2 Intersection
	
	    6.2.3 Difference
	
	    6.2.4 Symmetric difference
	
	6.3 Venn diagrams
	
	6.4 Application of set theory
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

7. Apply basic probability theory	7.1 Probability events
	7.2 Types of events
	    7.2.1 Simple
	    7.2.2 Compound
	    7.2.3 Mutually exclusive
	    7.2.4 Independent
	    7.2.5 Dependent
	7.3 Rules of probability
	7.4 Bayes' Theorem
	7.5 Drawing probability trees
	7.6 Application of probability
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

8. Use index numbers	8.1 Formulae for computing index numbers
	8.2 Computation of index numbers
	    8.2.1 Laspeyre's
	    8.2.2 Paasche's
	    8.2.3 Fisher's ideal
	    8.2.4 Marshal
	8.3 Application of index numbers in decision making
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Suggested Delivery Methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions

List of Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts	5	1:6
B	**Learning Facilities & Infrastructure**			
2.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
3.	Internet Connection	WI-FI, Dial-Up, Cable, Fixed-wireless,	1	1:30
C	**Consumable Materials**			
4.	Markers	whiteboard markers and permanent markers	5	1:6
5.	Stationery	Printing Papers, Foolscaps	5 reams	1:6
6.	Files / folders		30	1:1
7.	Flash disks		5	1:6
D	**Tools And Equipment**			
8.	Computers/Laptops	Any model	30	1:1
9.	Projector	LED.LCD, Laser	1	1:30
10.	Whiteboard	Glass, melamine, porcelain	1	1:30
11.	Staplers		2	1:15
12.	Paper punch		2	1:15

13.	Metallic cabinet		1	1:30
14.	Scanner		2	1:15
15.	Printer		1	1:30
16.	Print toners		2	1:15
17.	Shredding machine		1	1:30

Reference

Saleemi, N.A. (2008). Business calculations and statistics simplified (Revised ed.). N.A. Saleemi Publishers

MODULE IV

ECONOMICS SKILLS

UNIT CODE: 0413 541 14A

TVET CDACC Unit code: BUS/CU/COP/CC/01/6/MA

Duration of unit: 120 hours

Relationship to occupational standards

This unit addresses the unit of competency: Apply Economic Skills.

UNIT DESCRIPTION

This unit specifies the competencies required to apply economic skills. It involves; demonstrating understanding of economic concepts, applying demand concept in market analysis, applying supply concept in market analysis, setting prices of the products, applying theory of consumer behavior, applying production theory, applying theory of costs, differentiating market structures, determining national income, apply understanding of money and banking, apply understanding of inflation and unemployment and apply understanding of international trade.

Summary of learning outcomes

S/NO	Elements	Duration (HRS)
1.	Apply fundamental economics concepts	10
2.	Apply demand and supply in market analysis	10
3.	Apply Consumer Behavior Theory	18
4.	Apply Production Theory	18
5.	Apply Cost Theory	16
6.	Understand Market Structures	12
7.	Apply understanding of inflation and unemployment	12
8.	Apply understanding of money and banking	8
9.	Apply understanding of National income.	8
10.	Apply understanding of international trade	**8**
	TOTAL	**120HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning outcomes	Content	Suggested Assessment Methods

1. Apply fundamental of Economic Concepts	1.1 Economic concepts.
	   1.1.1 Economic resources
	   1.1.2 Human wants
	   1.1.3 Scarcity and choice
	   1.1.4 Opportunity cost
	   1.1.5 Production possibility curves/frontiers
	1.2 Economic methodology
	1.3 Scope of economic resources
	1.4 Economic systems.
	1.5 Effective resource utilization.
		• Case studies
		• Written assessment
		• Oral assessment
		• Demonstration
		• Projects
		• Group Discussion
		• Portfolio of evidence

2. Apply demand and supply in market analysis	2.1 Market demand and supply dynamics. 2.2 Factors affecting demand and supply. 2.3 Demand and supply curves 2.4 Elasticity of demand and supply.	• Case studies • Practical • Written assessment • Oral assessment • Third-party report • Observation • Demonstration • Projects • Group Discussion

		• Portfolio of evidence

3. Apply consumer behaviour theory	3.1 Consumer behaviour approaches.
	3.2 Consumer utility
	  3.2.1 Marginal utility
	  3.2.2 Law of diminishing
	3.3 consumer equilibrium
	3.4 Indifference curves
		• Case studies
		• Practical
		• Written assessment
		• Oral assessment
		• Third-party report
		• Observation
		• Demonstration
		• Projects
		• Group Discussion
		• Portfolio of evidence
		• Case studies
		• Practical
		• Written assessment
		• Demonstration
		• Projects
		• Portfolio of evidence

4. Apply production theory	4.1 Mobility of Factors of production and their rewards
	4.2 Output units determination
	4.3 Stages of production
	  4.3.1 Primary
	  4.3.2 Secondary
	  4.3.3 Tertiary
	4.4 Long run and short run production period
		• Case studies
		• Practical
		• Written assessment
		• Demonstration
		• Projects
		• Group Discussion
		• Portfolio of evidence

		4.5 Direct and Indirect Production 4.6 Merits and demerits of direct and indirect production 4.7 Division of labour and specialization.	

5	Apply cost theory	5.1 Classification of production costs
		
		    5.1.1 Fixed costs
		
		    5.1.2 Variable costs
		
		    5.1.3 Total cost
		
		    5.1.4 Opportunity costs
		
		    5.1.5 Marginal cost
		
		5.2 short run costs analysis
		
		5.3 long run costs analysis
		
		5.4 Cost curves analysis.
		
		5.5 Optimal size of the firm.
		
		    5.5.1 Economies of scale.
			• Case studies
			• Practical
			• Written assessment
			• Demonstration
			• Projects
			• Group Discussion
			• Portfolio of evidence

6 Differentiate market Structures	6.1 Market structures determination
	6.2 Market output
	6.3 Market Prices.
	6.4 Market structures selection
	    6.4.1 Perfect competition
	    6.4.2 Monopoly
	    6.4.3 Monopolistic
	    6.4.4 Oligopoly
	    6.4.5 Duopoly
		• Case studies
		• Practical
		• Written assessment
		• Demonstration
		• Projects
		• Group Discussion
		• Portfolio of evidence

7. Determine national income	7.1 Concept of national income
	    7.1.1 Gross Domestic Product (GDP
	    7.1.2 Gross national product (GNP) and net national product (NNP)
	    7.1.3 Net national income (NNI) at market price and factor cost
	    7.1.4 Disposable income
	7.2 Methods used to measure national income
		• Case studies
		• Practical
		• Written assessment
		• Demonstration
		• Projects
		• Group Discussion
		• Portfolio of evidence

	7.2.1 Income approach 7.2.2 Output approach 7.2.3 Expenditure approach 7.3 Problems of national income 7.4 Importance of national income statistics 7.5 National income equilibrium.	
8. Understand Money and Banking	8.1 Functions of money 8.2 Characteristics of money 8.3 Financial institutions 8.4 Functions of central bank and commercial bank 8.5 Functions of non-banking financial institutions	• Case studies • Practical • Written assessment • Demonstration • Projects • Group Discussion • Portfolio of evidence
9. Determine Inflation and unemployment	9.1 Types of inflation 9.1.1 Cost push 9.1.2 Demand pull 9.2 Causes of inflation 9.3 Effects of inflation 9.4 Measures to control inflation 9.4.1 Fiscal policy 9.4.2 Monetary	• Case studies • Practical • Written assessment • Demonstration • Projects • Group Discussion • Portfolio of evidence

	9.5 Direct intervention
	    9.5.1 Causes of unemployment
	    9.5.2 Unemployme nt control measures	

10. Understand International Trade	1.1 Concept of international trade;
	    1.1.1 Meaning,
	    1.1.2 Advantages and disadvantages.
	1.2 International balance of payments.
	    1.2.1 International Balance of trade.
	    1.2.2 International Terms of trade.
		• Case studies
		• Practical
		• Written assessment
		• Demonstration
		• Projects
		• Group Discussion
		• Portfolio of evidence

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio

				(Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures

- Industry/workplace codes of practice

- Cooperative societies act

- Sacco societies act

- Text books

- Cooperative society journals

- Magazines

- E-learning resources

RESEARCH PROJECT

UNIT CODE: 0416 551 15A

TVET CDACC Unit code: BUS/CU/COP/CC/02/6/MA

Duration of unit: 80 hours

Relationship to Occupational Standards; this unit addresses the Unit of Competency: conduct research project

UNIT DESCRIPTION

This unit covers the competencies required to carry out research study. It includes writing research study introduction, reviewing research literature, designing research study methodology, analyzing research study findings, summarizing research study findings and compiling research report.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Write research study introduction	12
2.	Review research literature	10
3.	Design research study methodology	14
4.	Analyze study findings	14
5.	Summarize research study finding	15
6.	Compile research report	15
	TOTAL	**80**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Write research study introduction	1.1 Developing research title. 1.2 Research variables	• Oral questions • Written assessment

	1.2.1 Independent variables
	1.2.2 Dependent variables
	1.2.3 Moderating variables
	1.3 Formulate research objectives
	1.4 Formulate research questions
	1.5 Background to the study
	    1.5.1 Global
	    1.5.2 Regional
	    1.5.3 Local
	1.6 Statement of the problem
	1.7 Significance of the study
	1.8 Scope of the study
	    1.8.1 Study focus
	    1.8.2 Study population
	    1.8.3 Study variables
	1.9 Limitations of the study
		• Portfolio of Evidence
		• Practical assessment
		• Third party report

2. Research literature	2.1 Relevant theories of the study 2.2 Empirical literature review	• Oral questions • Written assessment

	2.3 Conceptual framework 2.4 Research gaps	• Portfolio of Evidence • Practical assessment • Third party report

3. Design research study methodology	3.1 Research designs
	3.2 Target population
	   3.2.1 Finite
	   3.2.2 Infinite
	3.3 Sampling techniques
	   3.3.1 Probability
	   3.3.2 Non-probability
	3.4 Data collection tools
	   3.4.1 Questionnaires
	   3.4.2 Interview schedules
	   3.4.3 Observations
	3.5 Data analysis techniques
	   3.5.1 Quantitative
	   3.5.2 Qualitative
	3.6 Data presentation methods
	   3.6.1 Tables
	   3.6.2 Charts
		• Oral questions
		• Written assessment
		• Portfolio of Evidence
		• Practical assessment
		• Third party report

4. Analyze study findings	4.1 Response rate 4.2 Data analysis techniques 4.3 Data interpretation 4.4 Data presentation	• Oral questions • Written assessment • Portfolio of Evidence

		- Practical assessment - Third party report
5. Summarize research study findings	5.1 Study findings 5.2 Research recommendations 5.3 Suggestions for further studies	- Oral questions - Written assessment - Portfolio of Evidence - Practical assessment - Third party report

6. Compile research report	6.1 Preliminary review
	6.2 Organization of research report
	   6.2.1 Cover page
	   6.2.2 Declaration
	   6.2.3 Dedication
	6.3 List of references
	6.4 Appendices
	   6.4.1 Letter
	   6.4.2 Introduction
	   6.4.3 Data collection tools
	   6.4.4 Work plan
	6.5 Research report proofreading
	   6.5.1 Change of tenses from future tense to past tense
		- Oral questions - Written assessment - Portfolio of Evidence - Practical assessment - Third party report

	6.5.2 Appropriate line spacing 6.5.3 Appropriate font style and font size 6.6 Report binding 6.6.1 Spiral 6.6.2 Case/hard cover	

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
34.	Charts	• Flip Charts • Rules and Regulations	5	1:6
35.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
36.	Smart board (Where Applicable)	LCD or projector	1	1:30

37.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
38.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
39.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
40.	Markers	Whiteboard markers and permanent Markers	5	1:6
41.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
42.	Desktops	Any model	30	1:1
43.	Printer	Inkjet, LaserJet	2	1:15
44.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

CUSTOMER RELATIONS MANAGEMENT

UNIT CODE: 0413 551 16A

TVET CDACC Unit code: BUS/CU/COP/CR/01/6/MA

Duration of unit: 100 hours

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Customer Relations Management.

UNIT DESCRIPTION

This unit specifies the competencies required to manage customer relations. It involves establishing communication with members, creating cooperative member awareness, determining cooperative potential member, recruiting potential cooperative members, monitoring and evaluating member feedback and preparing member feedback reports.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To Establish cooperative member communication	12
2.	To Create cooperative member awareness	10
3.	To Determine cooperative potential member	18
4.	To Recruit potential cooperative members	18
5.	To Monitor and evaluate member feedback	22
6.	To Prepare member feedback report	20
	TOTAL HOURS	**100**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Establish cooperative member communication	1.1 Member communication;
	    1.1.1 Purpose
	    1.1.2 Importance
	    1.1.3 Role and responsibility
	1.2 Members meetings
	    1.2.1 Board meetings
	    1.2.2 Special general meeting
	    1.2.3 Annual general meeting
	1.3 Communication channels
	    1.3.1 In-person meetings
	    1.3.2 Cooperative websites
	    1.3.3 Social media platforms
	    1.3.4 Brochures
	1.4 Feedback mechanisms
	1.5 Technology in cooperative member communication
	1.6 Challenges in communication
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Create cooperative member awareness	2.1 Member awareness;
	    2.1.1 Purpose
	    2.1.2 importance
	2.2 objectives of potential members open day
	2.3 Training and education for members
	2.4 Communication strategies for awareness
	2.5 Impact of member awareness on customer loyalty and satisfaction
	2.6 Potential member feedback analysis
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	2.7 Feedback awareness report	

3. Determine cooperative potential member	3.1 Preparation of potential member list
	3.2 Potential member qualifications
	    3.2.1 Age
	    3.2.2 Common bond
	3.3 Inform potential members
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Recruit potential cooperative members	4.1 Member recruitment
	4.2 Potential member's documents
	    4.2.1 Referees
	    4.2.2 Personal identification
	4.3 Potential members documents analysis
	4.4 Membership number to registered members
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

5. Monitor and evaluate member feedback	5.1 Members feedback program
	    5.1.1 Questionnaires
	    5.1.2 Survey
	    5.1.3 Social media
	5.2 Member feedback timelines
	5.3 Methods of feedback collection
	    5.3.1 Surveys
	    5.3.2 Interviews
	    5.3.3 Questionnaires
	5.4 Action on members feedback
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

6. Prepare member feedback report	6.1 Members feedback evaluation 6.2 Documenting action taken on members feedback 6.3 Preparing members feedback report 6.4 Implementing recommendations on members feedback	• Practical assessment • Project • Portfolio of evidence

			• Third party reports
			• Written tests
			• Oral questions

Suggested Delivery Methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30

6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

HUMAN RESOURCE FUNCTIONS

UNIT CODE: **0413 551 17A**

TVET CDACC Unit code: BUS/CU/COP/CR/02/6/MA

Unit duration: 100 hours

Relationship to occupational standards: This unit addresses the unit of competency: Perform Human Resource Functions.

UNIT DESCRIPTION

This unit specifies the competencies required to perform human resource functions. It involves; developing cooperative HR procedures, undertaking human resource planning, remunerating cooperative human resource, conducting motivation of cooperative workforce, managing cooperative Labour turnover, maintaining cooperative HR records and carrying out performance management.

Summary of learning outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To Develop cooperative HR procedures	14
2.	To Undertake human resource planning	10
3.	To Remunerate cooperative human resource	12
4.	To Conduct motivation of cooperative workforce	10
5.	To Manage cooperative labour turnover	8
6.	To Maintain cooperative HR records	8
7.	To Carry out performance management	8
	TOTAL HRS	**70**

Learning outcomes, content and suggested assessment methods

Learning outcome	Content	Suggested assessment methods
1. Develop cooperative HR procedures	1.1 Management committee formation 1.2 Cooperative HR procedures needs 1.3 Information gathering 1.4 Stakeholder consultation 1.5 Cooperative HR procedures 1.6 Cooperative HR procedures analysis 1.7 Cooperative HR manual	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

2. Undertake human resource planning	2.1 HR plan assessment
	    2.1.1 Workforce planning
	    2.1.2 Talent development
	    2.1.3 Resource allocation
	2.2 HR gaps
	    2.2.1 Skill gaps
	    2.2.2 Performance gaps
	2.3 HR demand and supply forecasting
	2.4 HR plan development
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

3. Remunerate cooperative human resource	3.1 Payroll preparation
	    3.1.1 Employee information
	    3.1.2 Determine gross pay
	    3.1.3 Deduction calculations
	3.2 Payroll assessment
	3.3 Payment process
	    3.3.1 Payment obligations
	    3.3.2 Payment systems required data
	    3.3.3 Authorization
	3.4 Remuneration challenges
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Conduct motivation of cooperative workforce	4.1 Staff performance appraisal
	    4.1.1 Objectives
	    4.1.2 Appraisal methods
	    4.1.3 Steps in the appraisal process
	    4.1.4 Challenges in performance appraisal
	4.2 Performing employees identification
	    4.2.1 Importance
	    4.2.2 Identification methods
	4.3 Recognition and rewards
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

5. Manage cooperative labour turnover	5.1 Causes of labour turnover
	    5.1.1 Low wages and salaries
	    5.1.2 Work life imbalance
	    5.1.3 Retirement
	    5.1.4 Resignation
	    5.1.5 Dismissal
	5.2 Employee turnover reduction methods
	5.3 Labour retention strategies
	5.4 Labour turnover trends
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

6. Maintain cooperative HR records	6.1 HR records
	    6.1.1 Personal information
	    6.1.2 Performance records
	    6.1.3 Training and development
	    6.1.4 Compensation and benefits
	6.2 HR records analysis
	6.3 HR records storage
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

7. Carry out performance management	7.1 Performance target setting 7.2 Areas of employees improvement 7.3 Cooperative employee periodic rating 7.4 Challenges in performance management 7.5 Emerging issues and trends	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30

4.	Whiteboard	Glass, melamine, porcelain	1	1:30	
B	**Learning Facilities & Infrastructure**				
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30	
6.	Internet Connection	System	1	1:30	
C	**Consumable Materials**				
7.	Markers	Whiteboard markers and permanent Markers	5	1:6	
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6	
D	**Tools And Equipment**				
9.	Desktops	Any model	30	1:1	
10.	Printer	Inkjet, LaserJet	2	1:15	
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1	

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines

   E-learning resources

COOPERATIVE ACCOUNTING OPERATIONS

UNIT CODE: 0413 551 18A

TVET CDACC Unit code: BUS/CU/COP/CR/03/6/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards: This unit addresses the unit of competency: Perform Cooperative Accounting Operations

UNIT DESCRIPTION

This unit specifies the competencies required to perform cooperative accounting operations. It involves; preparing individual member ledger account, preparing member transaction system, extracting a trial balance, preparing a statement of cooperative income and expenditure, preparing a statement of changes in cooperative equity, preparing a statement of financial position, carrying out cooperative amalgamation/division, carrying out cooperative liquidation and carrying out cooperative inspection/inquiry

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To Prepare individual member ledger accounts	6
2.	To Maintain Member Transaction System	14
3.	To Extract trial balance	6
4.	To Prepare statement of cooperative income and expenditure	10
5.	To Prepare statement of changes in cooperative equity	8
6.	To Prepare statement of financial position	6
7.	To Carry out cooperative amalgamation /division	12
8.	To Carry out cooperative liquidation	12
9.	To Carry out cooperative inspection /inquiry	26
	TOTAL	**100 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Prepare individual member ledger accounts	1.1 Source documents
	    1.1.1 Invoices
	    1.1.2 Receipts
	    1.1.3 Cheques
	    1.1.4 Vouchers
	1.2 Books of original entry
	    1.2.1 General journal
	    1.2.2 Sales journal
	    1.2.3 Purchases journal
	1.3 Double entry concept
	1.4 Ledger accounts
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Maintain Member Transaction System	2.1 MTS
	    2.1.1 Mt – Sacco
	    2.1.2 Mt- coffee
	    2.1.3 Mt- fish
	    2.1.4 Mt- cashew nuts
	    2.1.5 Mt- sugarcane
	    2.1.6 Mt-cotton
	2.2 Transaction entries' in the system
	2.3 Transaction entries sum
	2.4 Payment rates
	2.5 Payments to members
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	2.6 Various cooperative activities using MTS
	
	    2.6.1 Member registration
	
	    2.6.2 Members records
	
	    2.6.3 Loose leaf ledger
	
	    2.6.4 Registers in cooperatives	

3. Extract trial balance	3.1 Balancing off the ledger accounts
	3.2 Trial balance
	
	    3.2.1 Adjusted
	
	    3.2.2 Unadjusted trial balance
	
	3.3 Determining total debit and credit balances
	3.4 Trial balance discrepancies
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

4. Prepare statement of cooperative income and expenditure	4.1 Total sales determination 4.2 Total cost of sales determination 4.3 Gross profit computation 4.4 Total expenses determination 4.5 Net profit computation	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions
5. Prepare statement of changes in cooperative equity	6.5 Cash and cash equivalent 6.6 Share capital balances 6.7 Statutory and other reserves determination 6.8 Retained earnings balances	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests

		• Oral questions
6. Prepare statement of financial position	6.1 Non-current assets analysis 6.2 Current assets analysis 6.3 Prepayment balances 6.4 Accrual balances computations 6.5 Capital balance 6.6 Equity and liabilities	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions
7. Carry out cooperative amalgamation /division	7.1 Amalgamation 7.2 Creditors settlement criteria 7.3 Members share capital 7.4 Creditors' claims settlement 7.5 Transferring assets and liabilities	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

8. Carry out cooperative liquidation	8.1 Liquidation mode
	8.2 Liquidator appointment
	   8.2.1 Rights of a liquidator
	   8.2.2 Duties of a liquidator
	8.3 Assets realization
	8.4 Distribution of assets
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests

		• Oral questions

9. Carry out cooperative inspection /inquiry	9.1 Auditor appointment procedures
	9.2 Institution of surcharges
	9.3 Institution of recoveries
	9.4 Conduct of an inquiry
	9.5 Executing orders of enquiry
	9.6 Types of inquiry
	    9.6.1 General inquiry
	    9.6.2 Customer inquiry
	    9.6.3 Formal inquiry
	    9.6.4 Informal inquiry
	9.7 Audit report
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)

A	Learning Materials			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	Learning Facilities & Infrastructure			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	Consumable Materials			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	Tools And Equipment			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice

- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

MODULE V

COOPERATIVE PRODUCTS AND SERVICES MARKETING

UNIT CODE: 0413 551 19A

TVET CDACC Unit code: BUS/CU/COP/CR/04/6/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards

This unit addresses the unit of competency: Market Cooperative Products and Services.

UNIT DESCRIPTION

This unit specifies the competencies required to market cooperative products and services, It involves; conducting cooperative products and services feasibility study, developing new cooperative products and services, developing cooperative society marketing plans, promoting cooperative products and services, performing cooperative post marketing activities and creating and maintaining corporate image.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To Conduct cooperative products/services feasibility study	20
2.	To Develop new cooperative products/services	20
3.	To Develop cooperative marketing plans	10
4.	To Promote cooperative products/services	20
5.	To Perform cooperative post marketing activities	10
6.	To Create and maintain corporate image	20
	TOTAL	**100 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Conduct cooperative products/services feasibility study	1.1 Commodity feasibility study
	1.2 Types of products/services
	   1.2.1 Savings products
	   1.2.2 Loans
	   1.2.3 SACCO assurance
	   1.2.4 Extension services
	1.3 Market analysis
	1.4 Types of feasibility study
	   1.4.1 Technical feasibility
	   1.4.2 Economic feasibility
	   1.4.3 Market feasibility
	1.5 Feasibility study plan
	1.6 Market survey
	1.7 Analysing market survey data
	1.8 Feasibility study report
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Develop new cooperative products/services	2.1 Market opportunities
	2.2 Components of products and services development plan
	2.3 Preparation of a product and services development plan
	2.4 Procedure for development of a new products and services
	2.5 Marketing mix
	   2.5.1 Product
	   2.5.2 Place
	   2.5.3 Price
	   2.5.4 Promotion
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

3. Develop cooperative marketing plans	3.1 Introduction to marketing plans 3.2 Components of a marketing policy 3.3 Preparation of a marketing policy 3.4 Components of a marketing plan 3.5 Preparation of a marketing plan	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

4. Promote cooperative products/services	4.1 Introduction to promotion
	4.2 Importance of promotion of products and services
	4.3 Methods/strategies of promotion
	    4.3.1 Advertisement
	    4.3.2 Personal selling
	    4.3.3 Social media
	    4.3.4 Introductory offers
	    4.3.5 Blog posts
	    4.3.6 Contests and give a ways
	4.4 Cost of promotion strategies
	4.5 Components of a cost report
	4.6 Preparation of a cost report
	4.7 Selecting best promotion strategies
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

5. Perform cooperative post marketing activities	5.1 Meaning of post marketing 5.2 Methods of data collection for new products and services 5.3 Importance of post marketing 5.4 Components of post marketing report	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

	5.5 Preparation of post marketing report
	
	5.6 Marketing feedback
	
	5.7 Royalty programs and rewards
	
	    5.7.1 Interest rebates
	
	    5.7.2 Referral programs
	
	    5.7.3 Birthday rewards
	
	5.8 Performing post purchase customer support services
	
	5.9 Monitoring product quality
	
	5.10 Cross-selling	

6. Create and maintain corporate image	6.1 Overview of corporate image
	
	6.2 Components of corporate image report
	
	    6.2.1 Executive summary
	
	    6.2.2 Company background
	
	    6.2.3 Research methodology
	
	6.3 Stakeholder analysis
	
	6.4 Preparing corporate image report
	
	6.5 Brand audit
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Suggested Delivery Methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software	1	1:1

		•Google Workspace Account Antivirus Software		

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

COOPERATIVE MEMBER RECORDS MANAGEMENT

UNIT CODE: 0413 551 20A

TVET CDACC Unit code: BUS/CU/COP/CR/05/6/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards; this unit addresses the unit of competency: Manage cooperative member records

UNIT DESCRIPTION

This unit specifies the competencies required to manage cooperative member records. It involves; creating member records, updating member records, creating member records backup and maintaining member records.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To Create member records	25
2.	To Update member records	25
3.	To Create member records backup	25
4.	To Maintain member records	25
	TOTAL	100

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Create member records	1.1 Member registers 1.2 Types of members files 1.2.1 Membership file 1.2.2 Share contribution file 1.2.3 Savings and deposit files	• Practical assessment • Project • Portfolio of evidence

	1.3 Records management process 1.4 Importance of records management 1.5 Advantages and disadvantages of records management 1.6 Storage of members files 1.7 Records management standards	• Third party reports • Written tests • Oral questions

2. Update member records	2.1 Member share contribution update
	2.2 Member deposits update
	    2.2.1 Direct deposits
	    2.2.2 Produce payments
	    2.2.3 Salary pay-out
	2.3 Members processed loans update
	    2.3.1 Short-term
	    2.3.2 Medium-term
	    2.3.3 Long-term
	2.4 Members interest on loans is updated
	2.5 Members interest on deposits is updated
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions
		•

3. Create member records backup	3.1 Member records back up
	3.2 Backup software
	    3.2.1 Veeam
	    3.2.2 Macrium
	3.3 Backup methods
	    3.3.1 Manual
	    3.3.2 Digital
	3.4 Back up tools and software
	3.5 Backup data protection and security
	3.6 Storage back up options
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	3.7 Challenges in member records backup	
4. Maintain member records	4.1 Member information update process 4.2 Record retention policies 4.3 Maintenance of back up systems 4.4 Audit and quality control 4.5 Technology in member records management 4.6 Training and capacity building	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)

A	Learning Materials			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	Learning Facilities & Infrastructure			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	Consumable Materials			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	Tools And Equipment			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

• Organization operating procedures

- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

CREDIT ADMINISTRATION

UNIT CODE: 0413 551 21A

TVET CDACC Unit code: BUS/CU/COP/CR/06/6/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards

This unit addresses the unit of competency: Conduct Credit Administration

UNIT DESCRIPTION

This unit specifies the competencies required to conduct credit administration. It involves; receiving member loan applications, appraising member loan qualifications, recording loan disbursement schedules, updating loan repayment schedules, preparing loan reconciliation reports, authorizing issue of demand notice, authorizing for disposal of auctioned chattels and generating accurate members account statements.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To Receive member loan applications	25
2.	To Process member loans	25
3.	To Manage cooperative defaulted loans	25
4.	To Dispose defaulted loans' chattels	25
	TOTAL	**100 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Receive member loan applications	1.1 Member loan application register
	
	1.2 Loan application records
	
	1.3 Loan application forms
	
	1.4 Loan terms and conditions
	
	      1.4.1 Loan amount
	
	      1.4.2 Loan interest rates
	
	      1.4.3 Repayment period
	
	1.5 Loan eligibility criteria
	
	      1.5.1 Credit score
	
	      1.5.2 Credit history
	
	      1.5.3 Income
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Process member loans	2.1 Receipt of member files 2.2 Loan application appraisal process 2.3 Loan approval process 2.4 Communication on loan status 2.5 Loan disbursement schedule 2.6 Approved loans disbursement 2.7 Loan repayment schedules	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions •

3. Manage cooperative defaulted loans	3.1 Overdue loans;
	
	      3.1.1 Defaulted loans
	
	      3.1.2 Outstanding loans
	
	3.2 Causes of loan default
	
	3.3 Loan demand notices
	
	3.4 Approval of loan demand notices
		• Practical assessment
		• Project
		• Portfolio of evidence

	3.5 Dispatch of loan demand notices
	
	3.6 Loan defaulters listing
	
	3.7 Loan default mitigation measures
	
	      3.7.1 Restructuring
	
	      3.7.2 Rescheduling
	
	      3.7.3 Refinancing
	
	      3.7.4 Offering moratorium/grace period
	
	3.8 Defaulted loan recovery
	
	3.9 Overdue cooperative loans
	
	3.10 Loan default reports
		• Third party reports
		• Written tests
		• Oral questions

4. Dispose defaulted loans' chattels	4.1 Defaulters chattels
	
	      4.1.1 Motor vehicles
	
	      4.1.2 Land
	
	      4.1.3 Buildings
	
	      4.1.4 Equipment
	
	4.2 Contact interested buyers of chattels
	
	4.3 Auctioning of chattels planning
	
	4.4 Auctioning process
	
	4.5 Challenges in disposal of chattels
	
	4.6 Documentation and record keeping
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			

7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

COOPERATIVE SOCIETY STORES OPERATIONS

UNIT CODE: 0413 551 22A

TVET CDACC Unit code: BUS/CU/COP/CR/07/6/MA

Duration of Unit: 50 Hours

Relationship to Occupational Standards

This unit addresses the unit of competency: Perform Cooperative Society Stores Operations.

UNIT DESCRIPTION

This unit specifies the competencies required to perform cooperative society stores operations. It involves; performing cooperative sourcing function, managing cooperative procurement process, managing purchases records and managing cooperative stock levels.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	To perform cooperative sourcing function.	12
2.	To Manage cooperative procurement process	10
3.	To Manage cooperative inventories	10
4.	To Manage purchases records	8
5.	To Manage cooperative stock levels	10
	TOTAL	**50 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Perform cooperative sourcing function.	1.1 Sources of products
	1.2 Supplier identification
	1.3 Supplier selection
	1.4 Types of sourcing
	    1.4.1 Outsourcing
	    1.4.2 Insourcing
	1.5 Supplier management
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Manage cooperative procurement process	2.1 Types of products and services
	    2.1.1 Tangible
	    2.1.2 Intangible
	2.2 Purchase orders
	2.3 Package requisition review
	2.4 Categorization of suppliers
	2.5 Evaluation of suppliers
	2.6 Contract negotiation
	2.7 Order management
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions
		•

3. Cooperative inventories	3.1 Methods of stock ledger cards preparation
	    3.1.1 First in First Out method
	    3.1.2 Last in First Out
	    3.1.3 Simple average
	    3.1.4 Weighted average
	3.2 Maintaining stock ledger cards
	3.3 Receiving of delivered goods
	3.4 Cataloguing of purchased goods
	3.5 Recording of purchased goods
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

	3.6 Stock ledger cards Update	

4. Manage purchases records	4.1 Receipt of purchased goods invoices
	4.2 Types of purchase records
	    4.2.1 Invoices
	    4.2.2 Local purchase order
	    4.2.3 Delivery note
	    4.2.4 Goods received note
	4.3 Invoice approval process
	4.4 Purchase invoices filing
	4.5 Tracking purchases
	4.6 Compliance and regulation
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

5. Manage cooperative stock levels	5.1 Minimum stock level 5.2 Maximum stock level 5.3 Reorder stock level 5.4 Action plans 5.5 Economic order quantity 5.6 Challenges in inventory management	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

Suggested delivery methods

- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			
9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System	1	1:1

		•Microsoft Office Software •Google Workspace Account Antivirus Software		

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

CORPORATE SOCIAL RESPONSIBILITY

UNIT CODE: 0413 551 23A

TVET CDACC Unit code: BUS/CU/COP/CR/08/6/MA

Duration of Unit: 60 Hours

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage Corporate Social Responsibility.

UNIT DESCRIPTION

This unit specifies the competencies required to manage corporate social responsibility. It involves; developing CSR procedures, developing a CSR budget, implementing the CSR plan, monitoring and evaluating implementation of the CSR plan and reviewing implementation of the CSR plan.

Summary of Learning Outcomes

S/NO	ELEMENTS	DURATION (HRS)
1.	Develop CSR procedures	12
2.	Prepare CSR budget	13
3.	Implement CSR plan	11
4.	Monitor and evaluate CSR plan implementation	10
5.	Review CSR plan implementation	9
	TOTAL	**60 HRS**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Develop CSR procedures	1.1 Types of CSR activities 1.1.1 Environmental Initiatives 1.1.2 Community Engagement 1.1.3 Ethical Labour Practices	• Practical assessment • Project

	1.1.4 Education and Training 1.2 CSR stakeholders identification 1.3 CSR stakeholders engagement 1.4 CSR program/schedule development	• Portfolio of evidence • Third party reports • Written tests • Oral questions
2. Prepare CSR budget	2.1 Sources of funding the CSR activities 　　2.1.1 Internal funds 　　2.1.2 Donations 　　2.1.3 Sponsorship 　　2.1.4 Grants 2.2 Types CSR activity budgets 　　2.2.1 Fixed budget 　　2.2.2 Project based 2.3 Consolidated CSR budget preparation	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

3. Implement CSR plan	3.1 Schedule of CSR activities 3.2 Elements of a CSR plan 　　3.2.1 CSR plan preparation 3.3 CSR plan implementation	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions

4. Monitor and evaluate CSR plan implementation	4.1 Monitoring and evaluation tool preparation 4.2 Monitoring and evaluation plan 4.3 Monitoring and evaluation tool implementation 4.4 Evaluation of the monitoring and evaluation tool 4.5 Objectives of monitoring 4.6 Advantages and disadvantages of monitoring and evaluation	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions
5. Review CSR plan implementation	5.1 Comparison between CSR activities and CSR activities schedule 5.2 Comparison between CSR activities outcomes and the Monitoring and Evaluation tool 5.3 Variances identification in CSR activities 5.4 Contemporary issues identification 5.5 CSR activities report 5.6 Implementation of report recommendations 5.7 Emerging issues in CSR	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions s

Suggested delivery methods
- Demonstration
- Practical work by trainee
- Fieldwork and benchmarking
- Group discussions
- Case studies
- Role play

List of Recommended Resources for 30 trainees

Tools, Equipment and Materials

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:6
2.	External Storage Media	Flash disks, Compact Disks; Re-Writable	5	1:6
3.	Smart board (Where Applicable)	LCD or projector	1	1:30
4.	Whiteboard	Glass, melamine, porcelain	1	1:30
B	**Learning Facilities & Infrastructure**			
5.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:30
6.	Internet Connection	System	1	1:30
C	**Consumable Materials**			
7.	Markers	Whiteboard markers and permanent Markers	5	1:6
8.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:6
D	**Tools And Equipment**			

9.	Desktops	Any model	30	1:1
10.	Printer	Inkjet, LaserJet	2	1:15
11.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1

References

- Organization operating procedures
- Industry/workplace codes of practice
- Cooperative societies act
- Sacco societies act
- Text books
- Cooperative society journals
- Magazines
- E-learning resources

COOPERATIVE BANKING OPERATIONS

UNIT CODE: 0413 551 23A

TVET CDACC Unit code: BUS/CU/COP/CR/09/6/MA

Duration of Unit: 60 Hours

Relationship to Occupational Standards: This unit addresses the unit of competency: Carry out Cooperative Banking Operations.

UNIT DESCRIPTION

This unit specifies the competencies required to carry out cooperative banking operations. It involves; opening, individual members account, recording members' deposits and withdrawals, reconciling member accounts, posting transactions in the organizations main account and maintain transactions record for audit.

Summary of Learning Outcomes

S/NO	UNIT COMETENCE	DURATION
1.	To Open individual members' account	15
2.	To Record members personal account transactions	15
3.	To Reconcile member accounts	15
4.	To Maintain bank ledger accounts	15
TOTAL		**60**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Open individual members account	1.1 Member documents
	1.1.1 National identity card
	1.1.2 Pin number
	1.1.3 Specimen signature
	1.1.4 Passport size photo
	1.2 Cooperative banking operations
	1.3 Member account
	  1.3.1 Short call
	  1.3.2 Savings
	  1.3.3 Fixed deposit
	  1.3.4 FOSA
	  1.3.5 BOSA
	1.4 Types of cooperatives
	  1.4.1 Consumer cooperatives
	  1.4.2 Producer cooperatives
	  1.4.3 Housing cooperatives
	1.5 Principles of cooperative management
		• Practical assessment
		• Project
		• Portfolio of evidence
		• Third party reports
		• Written tests
		• Oral questions

2. Record members personal account transactions	2.1 Member personal account identification 2.2 Member cash deposits processing 2.3 Member cash withdrawals processing 2.4 Types of transactions 2.1.1 Cash transactions 2.1.2 Non-cash transactions 2.5 Security considerations 2.6 Accounts transaction details 2.7 Transactions documents 2.7.1 Invoice 2.7.2 Receipts 2.7.3 Purchase order	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests • Oral questions
3. Reconcile member accounts	3.1 Opening balance 3.2 Total account debit 3.3 Total account credit 3.4 Closing balance	• Practical assessment • Project • Portfolio of evidence • Third party reports • Written tests

	3.5 Reconciliation process	• Oral questions
	3.6 Challenges in reconciliation	
	3.7 Record comparison	
	3.8 Identification of discrepancies	
	3.9 Investigation of discrepancies	
	3.10 Adjustments and corrections	
	3.11 Internal controls implementation	
4. Maintain bank ledger accounts	4.1 Cash and cheque deposits	• Practical assessment
	4.2 Withdrawals	• Project
	4.2.1 Debits	• Portfolio of evidence
	4.2.2 Credits	• Third party reports
	4.3 Non-member transactions analysis	• Written tests
	4.4 Reconciliation of bank ledger accounts	• Oral questions
	4.5 Transactional review process	
	4.6 Periodic review of documents	

Suggested delivery methods

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List of Recommended Resources for 30 trainees

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