

UNDERTAKE BUSINESS COMMUNICATION

UNIT CODE: HRM/OS/BUS/CR/05/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to undertake business communication. It involves handling correspondences, maintaining human resource records, aligning response time to service charter, safeguarding confidentiality of information, managing communication on social media platforms, managing meeting and report writing at the work place

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Handle correspondances at the workplace	1.1 Familiarize with the human resource manual on correspondence. 1.2 Incoming and outgoing mails are obtained in line with the SOPs. 1.3 Correspondence sorted and <i>action taken</i> in line with the SOPs.
2. Maintain human resource records	2.1 Familiarize with organization record management policies where available. 2.2 Record management policies are initiated as per the organization procedures. 2.3 Records are sorted and classified in lines with the SOPs. 2.4 Records are indexed in line with the SOPs. 2.5 Records are stored in line with the SOPs. 2.6 Records back-up is created in line with the SOPs. 2.7 Records are appraised and obsolete records are disposed in line with the SOPs.

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3. Align response time to service charter	3.1 Familiarize with the organization service charter. 3.2 Response to correspondences is done in line with the service charter. 3.3 Record retrieval is done in line with service charter.
4. Safeguard confidentiality of information	4.1 Familiarize with the organization policy on confidentiality of information. 4.2 <i>Physical securing</i> of records and correspondences is done. 4.3 Monitor how records and correspondences in circulation are handled within the organization. 4.4 Sensitize employees on safeguarding confidentiality of information and records. 4.5 Regular tracing of records and correspondences is done in line with the SOPs.

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5. Manage communication on social media platforms	5.1 Organization human resource social media requirements are identified. 5.2 Initiate development and review of social media policies and procedures components on human resource. 5.3 Select the social media platforms that meet the needs of the organization. 5.4 Source for content, both internal and external, for use on social media platforms. 5.5 Create opportunities to attract social media users. 5.6 Respond to customers in timely manner directing them to relevant information as required according to social media policies and procedures. 5.7 Update of the social media account to maximise effectiveness. 5.8 Enforce adherence to legal and ethical practices. 5.9 Track social media activities using <i>social media monitoring tools</i> . 5.10 Report the social media engagements to management for implementation.
6. Manage meetings at the work place	6.1 Minute taking is defined as per the SOPs 6.2 Types of meetings are highlighted as per the SOPs 6.3 <i>Structure of meetings</i> are identified as per the SOPs
7. Write work place reporting	7.1 Report writing is defined as per the SOPs. 7.2 Importance of reports in human resource function is emphasized as per the SOPs. 7.3 Forms and types of reports are described as per the SOPs 7.4 Reports formats are identified as per the SOPs 7.5 Reports preparation is done as per the SOPs.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Action taken may include but not limited to:	<ul style="list-style-type: none">• Indexing• Photocopy for circulation• Filing• Recording• Taking to officer for action
2. Physical securing may include but not limited to:	<ul style="list-style-type: none">• Lock and key• Reinforced storage• Fireproofing• Lockable cabinets• Restricted access
3. Social media monitoring tools may include but not limited to:	<ul style="list-style-type: none">• Twitter counter• Hootsuite• Klout• Buzzlogix• Digimind
4. Structure of meetings may include but not limited to:	<ul style="list-style-type: none">• Notice• Agenda• Preparation of other relevant documents• Minute formats

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Data analysis and presentation
- Listening
- Organizational

- Leadership
- Time management
- Conflict management and resolutions
- Budgeting
- Decision making
- Emotional intelligence
- Interpersonal Relations
- Crisis management
- Analytical skills
- Data analysis and presentation
- Public relations
- Negotiation
- Computer
- SOP
- Operations of the organization
- Emerging issues.
- Record management
- Reading

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

- Work place procedures
- Human resource procedures and manuals
- Record Management function
- Work Planning and documentation
- Dispute resolution process
- Legislations, policies and regulations
- Communication processes
- Negotiations
- Interpersonal relations
- ICT
- Emotional intelligence
- Social media use

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	<p>Assessment requires evidences that the candidate:</p> <ul style="list-style-type: none"> 1.1 Handled incoming and outgoing mails. 1.2 Sorted correspondence and took necessary action. 1.3 Maintain human resource records. 1.4 Align response time to service charter. 1.5 Safeguarded confidentiality of information. 1.6 Managed communication on social media platforms. 1.7 Updated social media accounts.
2. Resource Implications for competence certification	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks
3. Method of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written questions 3.2 Oral questions 3.3 Observation 3.4 Projects 3.5 Review of portfolios 3.6 Review of third party workplace reports
4. Context for assessment	<p>Assessment may be done in the workplace or in a simulated workplace setting (assessment centers).</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>