




CASE 1: Occupational Structure




SECTOR	HOSPITALITY AND TOURISM				
SUB SECTOR	FRONT OFFICE				
AREA LEVEL	GUEST SERVICE	TELEPHONE OPERATION	FRONT OFFICE SERVICE	CONCIERGE	RESERVATION
LEVEL 5	FRONT OFFICE MANAGER (FOM)				
LEVEL 4	ASSISTANT FRONT OFFICE MANAGER (AFOM)			CONCIERGE MANAGER	RESERVATION MANAGER
LEVEL 3	GUEST SERVICE OFFICER	TELEPHONIST SUPERVISOR	FRONT OFFICE SUPERVISOR	BELL SUPERVISOR	RESERVATION OFFICER
LEVEL 2	GUEST SERVICE ASSISTANT	TELEPHONIST	FRONT OFFICE ASSISTANT	BELL CAPTAIN	RESERVATION CLERK
LEVEL 1	NO LEVEL	NO LEVEL	NO LEVEL	DOORMAN	NO LEVEL

Table 1: Example OS for Front office





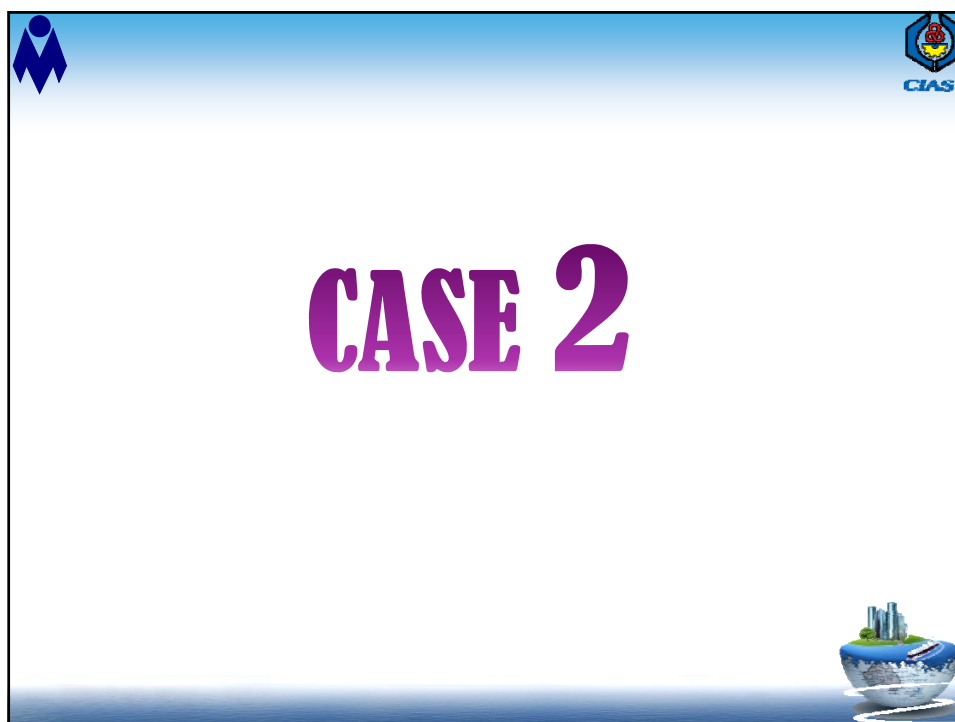
CASE 1 : Occupational Area Structure



SECTOR	HOSPITALITY AND TOURISM				
SUB SECTOR	FRONT OFFICE				
AREA LEVEL	GUEST SERVICE	TELEPHONE OPERATION	FRONT OFFICE SERVICE	CONCIERGE	RESERVATION
LEVEL 5	GUEST SERVICES MANAGEMENT				
LEVEL 4	GUEST SERVICES MANAGEMENT				
LEVEL 3	GUEST SERVICES OPERATION				
LEVEL 2	EMBEDDED TO L3				
LEVEL 1	NIL				

Table 2: Example OAS for Front office





CASE 2 : Occupational Structure

SEKTOR	TRANSPORTATION					
SUB-SECTOR	AIRPORT OPERATION & MAINTENANCE					
LEVEL/ARE A	PASSENGER BOARDING BRIDGE		BAGGAGE HANDLING SYSTEM		AERODROME GROUND LIGHTING	
	PBB OPERATION	PBB MAINTENANCE	BHS OPERATION	BHS MAINTENANCE	AGL OPERATION	AGL MAINTENANCE
5	PBB OPERATION TECHNOLOGIST	PBB MAINTENANCE TECHNOLOGIST	BHS OPERATION TECHNOLOGIST	BHS MAINTENANCE TECHNOLOGIST	AGL TECHNOLOGIST	
4	PBB OPERATION EXECUTIVE	PBB TECHNICAL EXECUTIVE	BHS OPERATION EXECUTIVE	BHS TECHNICAL EXECUTIVE	AGL TECHNICAL EXECUTIVE	
3	PBB OPERATION SUPERVISOR	PBB MAINTENANCE SUPERVISOR	BHS OPERATION SUPERVISOR	BHS MAINTENANCE SUPERVISOR	OPERATION TECHNICAL OFFICER	MAINTENANCE TECHNICAL OFFICER
2	PBB OPERATOR	PBB TECHNICIAN	BHS OPERATOR	BHS TECHNICIAN	OPERATION TECHNICIAN	MAINTENANCE TECHNICIAN
1	NIL	NIL	NIL	NIL	NIL	NIL

Table 3: Occupational Structure for Airport Operation (AGL)

CASE 2: Occupational Area Structure

SEKTOR	TRANSPORTATION					
SUB-SECTOR	AIRPORT OPERATION & MAINTENANCE					
LEVEL\AREA	PASSENGER BOARDING BRIDGE		BAGGAGE HANDLING SYSTEM		AERONAUTICAL GROUND LIGHTING	
	PBB OPERATION	PBB MAINTENANCE	BHS OPERATION	BHS MAINTENANCE	AGL OPERATION	AGL MAINTENANCE
5	PASSENGER BOARDING BRIDGE OPERATION MANAGEMENT	PASSENGER BOARDING BRIDGE MAINTENANCE MANAGEMENT	BAGGAGE HANDLING SYSTEM OPERATION MANAGEMENT	BAGGAGE HANDLING SYSTEM MAINTENANCE MANAGEMENT	AERONAUTICAL GROUND LIGHTING MAINTENANCE MANAGEMENT	
4	PASSENGER BOARDING BRIDGE OPERATION MONITORING	PASSENGER BOARDING BRIDGE MAINTENANCE MONITORING	BAGGAGE HANDLING SYSTEM OPERATION MONITORING	BAGGAGE HANDLING SYSTEM MAINTENANCE MONITORING	AERONAUTICAL GROUND LIGHTING MAINTENANCE MONITORING	
3	PASSENGER BOARDING BRIDGE OPERATION & MAINTENANCE SERVICES		BAGGAGE HANDLING SYSTEM OPERATION & MAINTENANCE SERVICES		AERONAUTICAL GROUND LIGHTING MAINTENANCE	
2	EMBEDDED L3	EMBEDDED L3	EMBEDDED L3	EMBEDDED L3	EMBEDDED L3	
1	NIL	NIL	NIL	NIL	NIL	NIL

Table 4: Occupational Area Structure for Airport Operation (AGL)

CASE 2: Competency Profile Chart

Case A : This figure below shows an example of NOSS which only has core competency units. The representative of industry are consensus that all competency units cover or common job in all Malaysia Airport Terminal as AGL Technician position.

SEKTOR	Insert related Industry Sector (Refer NOSS registry)		
SUB- SECTOR	Insert related industry sub sector reflect to main Industry Sector		
JOB AREA	The Job Area is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in particular job area		
JOB LEVEL	The level refers to the complexity of the Job Function in the job area as defined in the NOSS	NOSS CODE	Identification code given for each NOSS Document

← COMPETENCY →
COMPETENCY UNIT →

CORE	AERONAUTICAL GROUND LIGHTING (AGL) COMPONENT MAINTENANCE	AGL POWER SUPPLY SYSTEM MAINTENANCE	CONSTANT CURRENT REGULATOR MAINTENANCE	AGL CONTROL AND MONITORING SYSTEM OPERATION
	TP-801-3 : 2013 C01	TP-801-3 : 2013 C02	TP-801-3 : 2013 C03	TP-801-3 : 2013 C04
	AGL PHOTOMETRIC MEASUREMENT	CONTOH TIADA ELEKTIF		
	TP-801-3 : 2013 C05			

Table 5 : CPC example of Aeronautical Ground Lighting Maintenance

CASE 2: Competency Profile

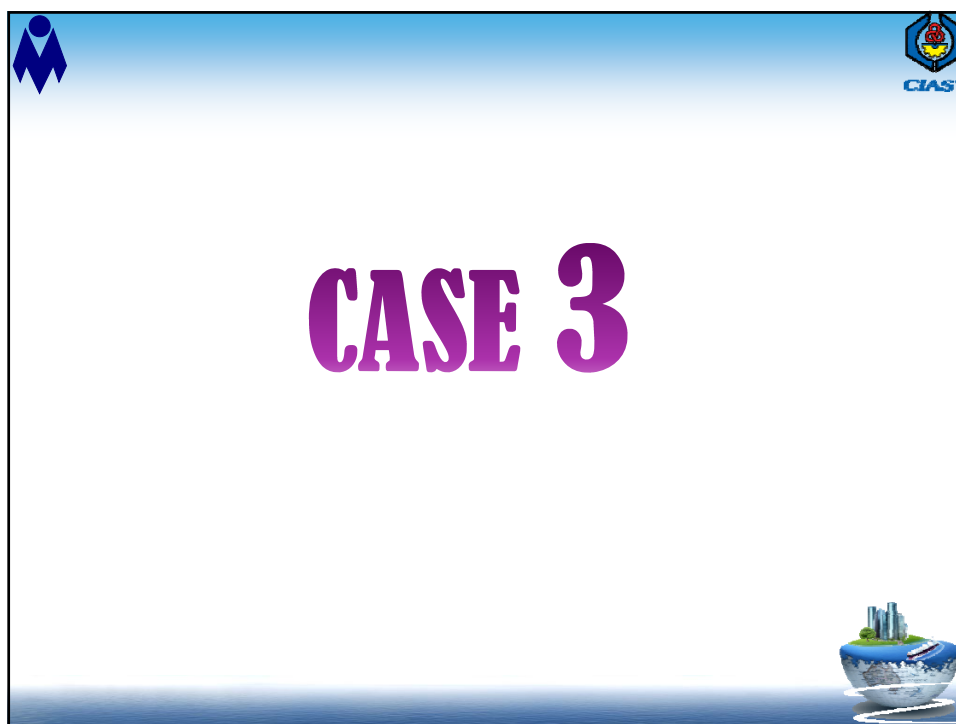
SECTOR	Insert related industry Sector (Refer NOSS registry)		
SUB SECTOR	Insert related industry sub sector reflect to main industry Sector (Refer NOSS registry)		
JOB AREA	The Job Area is derived from the Job Title in the Occupational Structure. It is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in a particular job area		
JOB LEVEL	The level refers to the complexity of the Job Function in the job area as defined in the NOSS.	NOSS CODE	Identification code given for each NOSS Document

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. CONSTANT CURRENT REGULATOR (CCR) MAINTENANCE	TD-B0131 2013 C03	<p>The Constant Current Regulator (CCR) maintenance describes the required serviceability of the equipment and installation by implementing regular and strict maintenance program. The serviceability of the equipment is vital to ensure safe airport operation.</p> <p>The person who is competent in the Constant Current Regulator maintenance shall be able to prepare CCR maintenance requirement, verify CCR functionality, perform CCR inspection, perform rectification works on CCR and perform test on CCR.</p> <p>The person who is competent in this CU shall be able to conduct proper maintenance of the system in accordance with the standards and recommended practices.</p>	<p>1. Prepare CCR Maintenance Requirement</p> <p>2. Verify CCR Functionality</p>	<p>1.1 Maintenance schedule or work instruction is interpreted for maintenance requirement.</p> <p>1.2 Type of CCR component is identified based on work instruction.</p> <p>1.3 Required checklist and manuals are selected in accordance with work requirements</p> <p>1.4 CCR schematic drawings and layout are interpreted</p> <p>1.5 Required tools and spare parts are arranged based on maintenance requirement.</p> <p>2.1 Local and remote control on each brightness step are checked in accordance with OEM manual</p> <p>2.2 Input voltage is ensured around +10% of the nominal voltage (415V) in accordance with the standard operation requirement</p> <p>2.3 Output current for each brightness step is measured in accordance with OEM manual</p> <p>2.4 Load on CCR regulator is checked and ensured not exceeding the rated load</p> <p>2.5 Short-Circuit and open circuit tests are carried out in</p>

CASE 2 : CoCU

SECTOR	Insert related industry Sector (Refer NOSS registry)		
SUB SECTOR	Insert related industry sub sector reflect to main industry Sector (Refer NOSS registry)		
JOB AREA	The Job Area is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in particular job area		
COMPETENCY UNIT TITLE	Title of each competency unit (CU) from Competency Profile Chart (CPC)		
LEARNING OUTCOMES	Describe what the learner is expected to be able to - Personnel Outcome Product Outcome How to do the work		
PRE-REQUISITE (if appreciable)	Training Pre-Requirement		
COMPETENCY UNIT ID	Insert CU ID	LEVEL	Insert NOSS Level
		TRAINING DURATION	Total of CU training hours
		SKILL CREDIT	The ratio for training hours to credit hours is 10 to 1 (10:1)


Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare CCR Maintenance Requirement	<p>i. Maintenance Requirement</p> <ul style="list-style-type: none"> • Maintenance Master Plan • Maintenance Checklist • Work Instruction <p>ii. Type of Maintenance</p> <ul style="list-style-type: none"> • Preventive • Corrective • Predictive <p>iii. Electrical drawings</p> <ul style="list-style-type: none"> • Symbol • Schematic • Layout <p>iv. CCR Maintenance Tools</p> <ul style="list-style-type: none"> • Multi Tester Set • Electrical Tool kits • Clamp Meter <p>v. CCR Components</p> <ul style="list-style-type: none"> • Types <ul style="list-style-type: none"> o Cabinet o Regulator o Contactor o Thyristor o Relays o Fuses o Surge Arrester 	<p>i. Interpret maintenance schedule or work instruction</p> <p>ii. Identify CCR components</p> <p>iii. Select checklist and manual</p> <p>iv. Interpret CCR schematic drawings and layout</p> <p>Ensure tools and spare parts availability</p>	<p>Attitude</p> <p>i. Passionate in learning new technology</p> <p>ii. Meticulous in preparing maintenance requirement</p> <p>Safety</p> <p>i. Adhere to electrical safety requirement</p> <p>Environmental</p> <p>i. Alert with the importance of environment friendly practice</p>	<p>Related Knowledge:</p> <p>12</p> <p>Related Skills:</p> <p>40</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> • Lecture • Group Discussion <p>Related Skills:</p> <ul style="list-style-type: none"> • Demo • Practical • Site visit 	<p>i. Maintenance schedule or work instruction is correctly interpreted</p> <p>ii. Type of CCR component is identified</p> <p>iii. Required checklist and manuals are correctly selected</p> <p>iv. CCR schematic drawings and layout are well interpreted</p> <p>v. Tools and spare parts functionality checked.</p>




CASE 3 : Occupational Structure


SECTOR	INTEGRATED LOGISTIC SERVICE INDUSTRY			
SUB SECTOR	TRANSPORTATION SERVICE			
LEVEL/ AREA	PUBLIC TRANSPORT TERMINAL OPERATION			
	MARINE PORT TERMINAL	AIR PORT TERMINAL	IN-LAND PORT TERMINAL	RAIL PORT TERMINAL
LEVEL 5	TERMINAL OPERATION MANAGER			
LEVEL 4	TERMINAL OPERATION EXECUTIVE			
LEVEL 3	MARINE PORT TERMINAL OPERATION SUPERVISOR	AIR PORT TERMINAL OPERATION SUPERVISOR	LAND PORT TERMINAL OPERATION SUPERVISOR	RAIL PORT TERMINAL OPERATION SUPERVISOR
LEVEL 2	MARINE PORT TERMINAL OPERATION COORDINATOR	AIR PORT TERMINAL OPERATION COORDINATOR	LAND PORT TERMINAL OPERATION COORDINATOR	RAIL PORT TERMINAL OPERATION COORDINATOR
LEVEL 1	MARINE PORT TERMINAL OPERATOR	AIR PORT TERMINAL OPERATOR	LAND PORT TERMINAL OPERATOR	RAIL PORT TERMINAL OPERATOR

Table 6 : Occupational Structure for Public Transport Terminal







CASE 3: Occupational Area Structure




SECTOR	INTEGRATED LOGISTIC SERVICE INDUSTRY
SUB SECTOR	TRANSPORTATION SERVICE
LEVEL/ AREA	PUBLIC TRANSPORT TERMINAL OPERATION
LEVEL 5	PUBLIC TRANSPORT TERMINAL OPERATION MANAGEMENT
LEVEL 4	PUBLIC TRANSPORT TERMINAL OPERATION MANAGEMENT
LEVEL 3	PUBLIC TRANSPORT TERMINAL OPERATION
LEVEL 2	EMBEDDED L3
LEVEL 1	EMBEDDED L3

Table 7: Occupational Area Structure for Public Transport Terminal


CASE 4: Competency Profile Chart



Case B (Isolated Case) : This figure below shows an example of NOSS which has Core and Elective Competency Unit. Public Transport Terminal covers buses terminal (in-land), Rail Station, Marine port terminal and Air Port Terminal (air). In this case, candidate must complete all 6 core competency units and **compulsory to choose minimum ONE (1) elective competency according to related job area** to fulfill in Public Transport Terminal Operation certification.

SECTOR	Insert related Industry Sector (Refer NOSS registry)		
SUB- SECTOR	Insert related industry sub sector reflect to main Industry Sector		
JOB AREA	The Job Area is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in particular job area		
JOB LEVEL	The level refers to the complexity of the Job Function in the job area as defined in the NOSS	NOSS CODE	Identification code given for each NOSS Document

COMPETENCY	COMPETENCY UNIT			
CORE	TERMINAL POLICY & PROCEDURES ASSESSMENT AND EXECUTION IL-010-3-2012-C01	TERMINAL SAFETY & HEALTH INSPECTION IL-010-3-2012-C02	TERMINAL FLEET OPERATION CONTROL IL-010-3-2012-C03	TERMINAL CUSTOMER SERVICE IL-010-3-2012-C04
	TERMINAL FACILITIES & EQUIPMENT MAINTENANCE ADMINISTRATION IL-010-3-2012-C05	TERMINAL OPERATIONAL ADMINISTRATION IL-010-3-2012-C06		
ELECTIVE	MARITIME PORT DISTRIBUTION HANDLING IL-010-3-2012-E01	AIR PORT DISTRIBUTION HANDLING IL-010-3-2012-E02	LAND PORT DISTRIBUTION HANDLING IL-010-3-2012-E03	RAIL PORT DISTRIBUTION HANDLING IL-010-3-2012-E04



CASE 3: Competency Profile

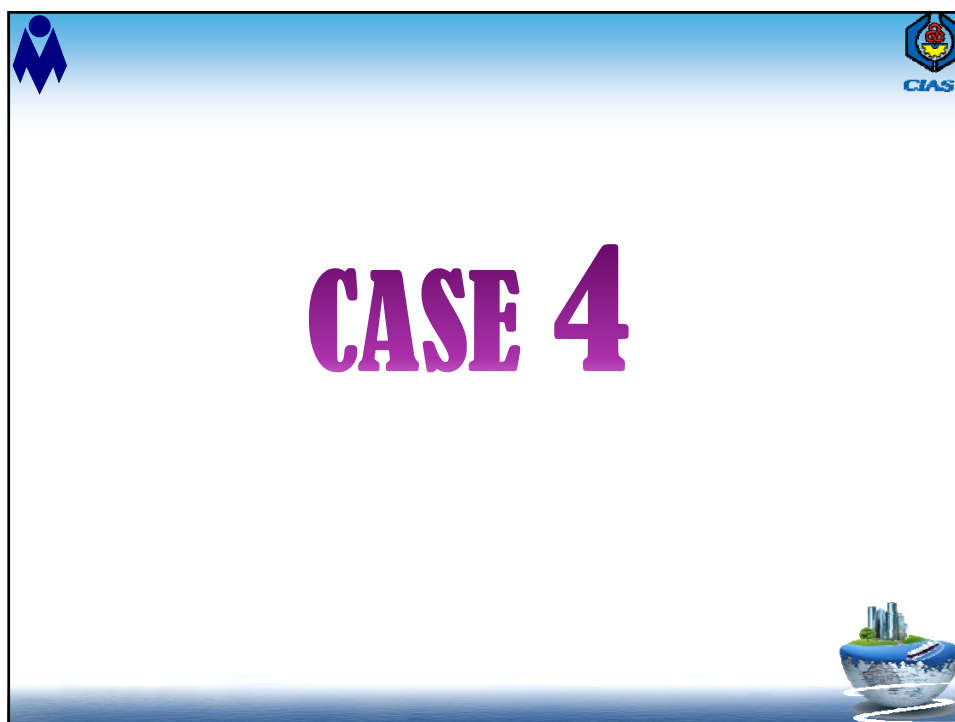
SECTOR	Insert related industry Sector (Refer NOSS registry)		
SUB SECTOR	Insert related industry sub sector reflect to main Industry Sector (Refer NOSS registry)		
JOB AREA	The Job Area is derived from the Job Title in the Occupational Structure. It is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in a particular job area		
JOB LEVEL	The level refers to the complexity of the Job Function in the job area as defined in the NOSS.	NOSS CODE	Identification code given for each NOSS Document

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Terminal fleet operation control	IL-010-3-2012- C03	<p>Terminal fleet operation control is the work function to ensure terminal fleet management efficiently arranged, handled and consolidated in accordance with terminal operational policy.</p> <p>The person who is competent in assess fleet operational movement requirements, fleet re-marshalling control, fleet routine tracking and documentation.</p> <p>The outcome of this competency is to enable terminal operation effectively operated in accordance with company's policy</p>	<p>1. Assess fleet operational movement requirements</p> <p>2. Assess fleet re-marshalling control</p>	<p>1.1 Passenger and cargo fleet determined terminal operation movement density</p> <p>1.2 Fleet scheduling determined in accordance with terminal parameters of services</p> <p>1.3 Fleet reliability identified in accordance with operational requirement</p> <p>1.4 Arrival and departure consent determined in accordance with pick-up drop-off/disembark procedures</p> <p>1.5 Passenger and cargo distribution determined in accordance with client's requirements</p> <p>1.6 Fleet capacity determined in accordance with services specification</p> <p>1.7 Terminal operational standard procedure determined in accordance with terminal operation management requirements</p> <p>2.1 Re-marshalling requirement determined in accordance with fleet re-marshalling procedures</p> <p>2.2 Reporting system determined in accordance with operation communication procedures</p> <p>2.3 Routine information determined in accordance with terminal operation announcement requirements</p> <p>2.4 Procedure of fleet re-</p>

CASE 3 : CoCU

SECTOR	Insert related industry Sector (Refer NOSS registry)		
SUB SECTOR	Insert related industry sub sector reflect to main Industry Sector (Refer NOSS registry)		
JOB AREA	The Job Area is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in particular job area		
COMPETENCY UNIT TITLE	Title of each competency unit (CU) from Competency Profile Chart (CPC)		
LEARNING OUTCOMES	Describe what the learner is expected to be able to - Personnel Outcome Product Outcome How to do the work		
PRE-REQUISITE (if appreciable)	Training Pre-Requisite Requirement		
COMPETENCY UNIT ID	Insert CU IP	LEVEL	Insert NOSS Level
			TRAINING DURATION
			Total of CU training hours
			SKILL CREDIT
			The ratio for training hours to credit hours is 10 to 1 (10:1)

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Assess fleet operational movement requirements	<p>i. Fleet routine & scheduling</p> <ul style="list-style-type: none"> Fleet waiting area Fleet routine map Fleet operational roles & liabilities Fleet transiting schedule Fleet carriage responsibilities Fleet movement safety & security Terminal fleet operational policy & procedures <p>ii. Terminal transportation exchange</p> <ul style="list-style-type: none"> Transiting point Destination Capacity Communication link Road safety Social roles <p>iii. Operational resources</p> <ul style="list-style-type: none"> Service acknowledgement and response Facilities support 	<p>i. Determine fleet routine flow</p> <p>ii. Determine fleet scheduling tables</p> <p>iii. Determine fleet waiting area</p> <p>iv. Determine fleet routine map</p> <p>v. Determine fleet operational roles & liabilities</p> <p>vi. Determine fleet carriage responsibilities</p> <p>vii. Determine fleet movement consent</p> <p>viii. Determine fleet safety & security operational policy & procedures</p> <p>ix. Determine terminal transportation exchange information</p> <p>x. Determine fleet service link</p> <p>xi. Determine fleet terminal access</p> <p>xii. Determine fleet terminal activities</p>	<p>Attitude:</p> <ul style="list-style-type: none"> Precise in assessing terminal fleet operation information <p>Safety:</p> <ul style="list-style-type: none"> Do not disclose fleet security information to third party <p>Environmental:</p> <ul style="list-style-type: none"> Practice 3R concept in sourcing terminal fleet movement documents 	<p>Related Knowledge</p> <p>20</p> <p>Related Skill</p> <p>35</p>	<p>Related Knowledge</p> <p>Lecture</p> <p>Related Skill</p> <p>Demonstration & Observation, Simulation</p>	<p>i. Passenger and cargo fleet identified</p> <p>ii. Fleet scheduling identified</p> <p>iii. Fleet reliability identified</p> <p>iv. Arrival and departure consent identified</p> <p>v. Passenger and cargo distribution identified</p> <p>vi. Fleet capacity identified</p> <p>vii. Terminal operational standard procedure identified</p>




CASE 4 : Competency Profile Chart

Case C : This figure below shows an example of NOSS which has Core and Elective competency units. This elective competency unit may be taken as an add on skills but not the obligation to obtain full certification


SECTOR	Insert related Industry Sector (Refer NOSS registry)		
SUB- SECTOR	Insert related industry sub sector reflect to main Industry Sector		
JOB AREA	The Job Area is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in particular job area		
JOB LEVEL	The level refers to the complexity of the Job Function in the job area as defined in the NOSS.	NOSS CODE	Identification code given for each NOSS Document

← COMPETENCY →	← COMPETENCY UNIT →			
CORE	PRESCHOOL CHILDREN'S HEALTH, SAFETY AND SECURITY ASSURANCE ET-012-3:2012-C01	PRESCHOOL TEACHING AND LEARNING ET-012-3:2012-C02	CLASSROOM MANAGEMENT ET-012-3:2012-C03	ASSESSING PRESCHOOL CHILDREN ET-012-3:2012-C04
	CHILD GUIDANCE ET-012-3:2012-C05	ORGANISING PRESCHOOL OUT-OF-SCHOOL ACTIVITIES ET-012-3:2012-C06	BUILDING FAMILY AND COMMUNITY RELATIONSHIPS ET-012-3:2012-C07	
ELECTIVE	INCLUSION OF CHILDREN WITH LEARNING DISABILITIES ET-012-3:2012-E01	PRESCHOOL NUTRITIONAL GUIDANCE ET-012-3:2012-E02		

Table 8 : CPC example of Preschool Teaching




CASE 4 : CoCU Format




SECTOR	Insert related Industry Sector (Refer NOSS registry)						
SUB SECTOR	Insert related industry sub sector reflect to main Industry Sector (Refer NOSS registry)						
JOB AREA	The Job Area is a generic term to reflect the scope of work of a job function at a related level.						
NOSS TITLE	Title that reflect the competencies covered in particular job area						
COMPETENCY UNIT TITLE	Title of each competency unit (CU) from Competency Profile Chart (CPC)						
LEARNING OUTCOMES	Describe what the learner is expected to be able to do: Personnel Outcome Product Outcome How to do the work						
PRE-REQUISITE (if appreciable)	Training Pre-Requisite Requirement						
COMPETENCY UNIT ID	Insert CU IP	LEVEL	Insert NOSS Level	TRAINING DURATION	Total of CU training hours	SKILL CREDIT	The ratio for training hours to credit hours is 10 to 1 (10:1)

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	1.4 Strategies of achieving community-friendly school	1.4 Establish community-friendly environment in the school	<ul style="list-style-type: none"> Sensitive to families from diverse backgrounds Attentive in listening to family and community members 		Skills: <ul style="list-style-type: none"> Workshop Role play Presentation & feedback 	school activities and invitation for involvement in community activities increased.
2. Build relationships with family and community	2.1 Activities, events and projects for family and community by the school 2.2. Activities, events and projects in the community 2.3 Benefits of family and community involvement for children 2.4 Guidelines for working with family and community 2.5 Communicating with families and local community 2.6 Recording procedures	2.1 Identify activities, events and projects for family and community by the school 2.2 Identify activities, events and projects in the community 2.3 Comply with guidelines for working with families and community 2.4 Enhance relationships with families and community 2.5 Record the implementation of the activities, events and projects for family and	Attitude: <ul style="list-style-type: none"> Helpful and supportive Sincere and respectful 	Knowledge: 1.5 hrs Skills: 2.5 hrs	Knowledge: <ul style="list-style-type: none"> lecture group discussion Skills: <ul style="list-style-type: none"> workshop presentation & feedback 	2.1 Activities, events and projects for family and community selected. 2.2 Activities, events and projects in the community identified. 2.3 Relationships with family and community enhanced as per guidelines to benefit children, families and community. 2.4 Implementation of the activities, events and projects for family and community



CASE 4: Competency Profile



SECTOR	Insert related Industry Sector (Refer NOSS registry)		
SUB SECTOR	Insert related industry sub sector reflect to main Industry Sector (Refer NOSS registry)		
JOB AREA	The Job Area is derived from the Job Title in the Occupational Structure. It is a generic term to reflect the scope of work of a job function at a related level.		
NOSS TITLE	Title that reflect the competencies covered in a particular job area		
JOB LEVEL	The level refers to the complexity of the Job Function in the job area as defined in the NOSS.	NOSS CODE	Identification code given for each NOSS Document

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7 Building Family and Community Relationships	ET-012-3:2012-C07	The Building Family and Community Relationships Competency Unit is to develop reciprocal relationships among children, families, preschool teachers, the preschool and the local community, to support individuals in realising their capabilities to develop responsible and responsive practices that respond to the needs of preschool children and families in an ever-changing societal context. The preschool teacher establishes relationships with parents based on mutual understanding, trust and co-operation, initiates open communication and reciprocal dialogue with parents, builds collaborative relationships with other professionals such as health and social services to enhance children's growth and development.	1. Create environment that promotes mutual understanding, trust and co-operation with family and community 2. Build relationships with family and community 3. Report parties' involvement and participation in activities, events and projects by the school	1.1 Information about preschool's setting philosophy, policies, approaches and procedures provided to stakeholders. 1.2 Respects for families as child's primary care giver, differences in values practices, cultural, religious and community tradition conveyed to stakeholders. 2.1 Approachable and comfortable environment established. 2.2 Cooperatively worked with families in defining needs and goals for their children. 2.3 Family enquiries, conversation with families responded to. 2.4 Family and community relationships developed. 3.1 Children records confidentially kept. 3.2 Activities, events and projects involvement and participation report produced in accordance with Standard Operating Procedure (SOP).