Model Curriculum

Associate-Transactional F & A

SECTOR:	**IT-ITeS**
SUB-SECTOR:	**Business Process Management**
OCCUPATION:	**Finance & Accounting (F&A)**
REFERENCE ID:	**SSC/Q2301**
NSQF LEVEL:	**7**

IT - ITeS SSC NASSCOM

Certificate

COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

IT-ITeS Sector Skills Council NASSCOM

for

MODEL CURRICULUM

Complying to the National occupation standards of

Job Role / Qualification Pack Associate-Transactional F & A

QP No. SSC/Q2301

Date of Issuance: December 1st 2016

Valid Upto *: December 1st 2017

** Valid up to the next review date of the Qualitifcation Pack*

Authorised Signatory

(IT-ITeS Sector Skills Council NASSCOM)

Table of Contents

Curriculum / Syllabus **4**

Process invoices, credit notes and claims **5**

Pay invoices and claims **5**

Deal with queries at the accounts payable helpdesk **6**

Maintain customer accounts **6**

Generate invoices and credit notes **6**

Receive payments and apply cash **7**

Deal with queries at the accounts receivable helpdesk **7**

Manage your work to meet requirements . **8**

Work effectively with colleagues . **8**

Maintain a healthy, safe and secure working environment .. **9**

Provide data/information in standard formats .. **9**

Develop your knowledge, skills and competence . **9**

Unique Equipment Required: **10**

Trainer Prerequisites for Job role: Associate-Transactional F & A mapped to Qualification Pack: SSC/Q2301 **12**

Annexure: Assessment Criteria **15**

Associate-Transactional F & A

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "Associate-Transactional F & A" in the "IT-ITeS" Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Associate-Transactional F & A		
Qualification Pack Name & Reference ID.	Associate-Transactional F & A SSC/Q2301		
Version No.	1.0	**Version Update Date**	31/01/2015
Pre-requisites to Training	Bachelor's Degree in commerce/ economics		
Training Outcomes	**After completing this programme, participants will be able to:** • Process invoices, credit notes and claims • Pay invoices and claims • Deal with queries at the accounts payable • helpdesk • Maintain customer accounts • Generate invoices and credit notes • Receive payments and apply cash • Deal with queries at the accounts receivable • helpdesk • Manage your work to meet requirements • Work effectively with colleagues • Maintain a healthy, safe and secure working • environment • Provide data/information in standard • formats • Develop your knowledge, skills and • competence		

This course encompasses all Twelve National Occupational Standards (NOS) of "Associate-Transactional F & A" Qualification Pack issued by "IT-ITeS Sector Skills Council NASSCOM."

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1.	Process invoices, credit notes and claims Theory Duration **(hh:mm)** **7:00** Practical Duration **(hh:mm)** **23:00** Corresponding NOS Code **SSC/N2302**	Candidates will be able to: • check systems to verify whether invoices and claims have already been received and recorded • validate invoices against purchase orders (POs) and/or other documentation received and assign appropriate codes • validate vendor credit notes against relevant invoices and assign appropriate codes • validate expense items against relevant expense policies and assign appropriate codes • identify any issues with invoices, credit notes and claims and clarify these with relevant vendors or personnel/employees • enter invoices, credit notes and claims into your organization's systems, following your organization's policies, procedures, guidelines and client specific SLAs • check processing of invoices, credit notes and claims with peers and/or supervisor, as required • submit entered invoices and claims for review and approval by appropriate people • update invoices and claims in your organization's systems in case of changes • reconcile invoices, credit notes and claims against system entries on a periodic basis, as required • obtain advice and guidance from appropriate people, where required • comply with your organization's policies, procedures, guidelines and client-	Refer to Unique Equipment Required
2.	Pay invoices and claims Theory Duration **(hh:mm)** **9:00** Practical Duration **(hh:mm)** **21:00** Corresponding NOS Code **SSC/N2303**	Candidates will be able to: • check systems to verify whether approved invoices and claims have already been paid • carry out random checks on approved invoices and claims, as required • identify any issues with approved invoices and claims and clarify these with appropriate people • prepare batches of invoices and claims for pay-run , following your organization's policies, procedures, guidelines and client-specific SLAs • check pay-run with peers and/or supervisor, as required • submit pay-run for review and approval by appropriate people • respond promptly to payment queries from vendors and personnel/ employees referred by the accounts payable helpdesk • reconcile payments against bank statements on a periodic basis, as required • liaise effectively with banks regarding any queries about reconciliation or non-receipt of authorized payments • obtain advice and guidance from appropriate people, where required	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• comply with your organization's policies, procedures, guidelines and client-specific SLAs when paying invoices and claims	
3.	Deal with queries at the accounts payable helpdesk Theory Duration **(hh:mm)** **8:00** Practical Duration **(hh:mm)** **17:00** Corresponding NOS Code **SSC/N2304**	Candidates will be able to: • greet helpdesk users and verify their details, following your organization's procedures • listen carefully to helpdesk users and ask appropriate questions to understand the nature of their queries • summarize and obtain confirmation from helpdesk users of your understanding of their queries • express your concern for any difficulties caused and your commitment to resolving their queries • record and categorize queries accurately using your organization's query management tool • obtain relevant information from the accounts payable system and communicate this information clearly to helpdesk users • refer queries that cannot be dealt with by reference to the accounts payable system promptly to appropriate people • provide helpdesk users with a justifiable estimate of time to respond to their queries, where an immediate response cannot be given • monitor resolution of queries to keep helpdesk users informed about progress and any delays in resolving their queries • obtain confirmation from helpdesk users that their queries have been resolved to their satisfaction • record the resolution of queries accurately using your organization's query management tool • comply with relevant standards, policies, procedures, guidelines and service	
4.	Maintain customer accounts Theory Duration **(hh:mm)** **4:00** Practical Duration **(hh:mm)** **26:00** Corresponding NOS Code **SSC/N2305**	Candidates will be able to: • check systems to verify whether master records of customers already exist • obtain required data/information from appropriate sources to set up and update customer accounts • clarify any issues with the data/information either from the sales team or directly with customers, as required • carry out credit checks on customers, following your organization's procedures, guidelines and client-specific service level agreements (SLAs) • set up and update customer accounts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs) • obtain confirmation from customers that the details held in their master records are correct • obtain advice and guidance from appropriate people, where required • comply with your organization's policies, procedures, guidelines and client- specific SLAs when maintaining customer accounts	
5.	Generate invoices and credit notes	Candidates will be able to: • obtain requests to generate invoices, credit notes and full supporting documentation from sales teams	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Theory Duration **(hh:mm)** **9:00** Practical Duration **(hh:mm)** **21:00** Corresponding NOS Code **SSC/N2306**	• check systems to verify whether invoices/credit notes have already been generated • validate requests to generate invoices/credit notes against relevant purchase orders, contracts and terms of business • clarify any issues with requests to generate invoices/credit notes with appropriate people • enter data for generating invoices/credit notes into your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs • check generation of invoices/credit notes with peers and/or supervisor, as required • submit entered invoices/credit notes for review and approval by appropriate people • update invoices/credit notes in your organization's systems in case of changes • send invoices/credit notes to appropriate people for signature, where required • send invoices/credit notes to customers and confirm receipt, where required • reconcile invoices/credit notes against system entries on a periodic basis, as required • obtain advice and guidance from appropriate people, where required • comply with your organization's policies, procedures, guidelines and client-specific SLAs when generating invoices and credit notes	
6.	Receive payments and apply cash Theory Duration **(hh:mm)** **7:00** Practical Duration **(hh:mm)** **23:00** Corresponding NOS Code **SSC/N2307**	Candidates will be able to: • verify the sources and amounts of payments received • record payments received in your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs • identify the invoices/credit notes to which receipts relate in order to allocate payments correctly • direct receipts into relevant bank accounts, following your organization's policies, procedures, guidelines and client-specific SLAs • identify any issues with payments from customers and clarify these with appropriate people • respond promptly to payment queries from customers referred by the accounts receivable helpdesk • reconcile receipts against bank statements on a periodic basis, as required • liaise effectively with banks regarding any queries about reconciliation of receipts • obtain advice and guidance from appropriate people, where required • comply with your organization's policies, procedures, guidelines and client-specific SLAs when receiving payments and applying cash	
7.	Deal with queries at the accounts receivable helpdesk	Candidates will be able to: • greet customers and verify their details, following your organization's procedures • listen carefully to customers and ask appropriate questions to understand the nature of their queries	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Theory Duration **(hh:mm)** **7:00** Practical Duration **(hh:mm)** **18:00** Corresponding NOS Code **SSC/N2309**	• summarize and obtain confirmation from customers of your understanding of their queries • express your concern for any difficulties caused and your commitment to resolving their queries • record and categorize queries accurately using your organization's query management tool • obtain relevant information from the accounts receivable system and communicate this information clearly to customers • confirm with customers their commitment to make timely payments, where required • refer queries that cannot be dealt with by reference to the accounts receivable system promptly to appropriate people • provide customers with a justifiable estimate of time to respond to their queries, where an immediate response cannot be given • monitor resolution of queries to keep customers informed about progress and any delays in resolving their queries • obtain confirmation from customers that their queries have been resolved to their satisfaction • record the resolution of queries accurately using your organization's query management tool • comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing with queries at the accounts	
8.	Manage your work to meet requirements Theory Duration **(hh:mm)** **11:00** Practical Duration **(hh:mm)** **39:00** Corresponding NOS Code **SSC/N9001**	Candidates will be able to: • establish and agree your work requirements with appropriate people • keep your immediate work area clean and tidy • utilize your time effectively • use resources correctly and efficiently • treat confidential information correctly • work in line with your organization's policies and procedures • work within the limits of your job role • obtain guidance from appropriate people, where necessary • ensure your work meets the agreed requirements	
9.	Work effectively with colleagues Theory Duration **(hh:mm)** **10:00** Practical Duration **(hh:mm)** **40:00**	Candidates will be able to: • communicate with colleagues clearly, concisely and accurately • work with colleagues to integrate your work effectively with theirs • pass on essential information to colleagues in line with organizational requirements • work in ways that show respect for colleagues • carry out commitments you have made to colleagues • let colleagues know in good time if you cannot carry out your commitments, explaining the reasons	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code **SSC/N9002**	• identify any problems you have working with colleagues and take the initiative to solve these problems • follow the organization's policies and procedures for working with colleagues	
10.	Maintain a healthy, safe and secure working environment Theory Duration **(hh:mm)** **7:00** Practical Duration **(hh:mm)** **18:00** Corresponding NOS Code **SSC/N9003**	Candidates will be able to: • comply with your organization's current health, safety and security policies and procedures • report any identified breaches in health, safety, and security policies and procedures to the designated person • identify and correct any hazards that you can deal with safely, competently and within the limits of your authority • report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected • follow your organization's emergency procedures promptly, calmly, and efficiently • identify and recommend opportunities for improving health, safety, and security to the designated person • complete any health and safety records legibly and accurately	
11.	Provide data/information in standard formats Theory Duration **(hh:mm)** **15:00** Practical Duration **(hh:mm)** **35:00** Corresponding NOS Code **SSC/N9004**	Candidates will be able to: • establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it • obtain the data/information from reliable sources • check that the data/information is accurate, complete and up-to-date • obtain advice or guidance from appropriate people where there are problems with the data/information • carry out rule-based analysis of the data/information, if required • insert the data/information into the agreed formats • check the accuracy of your work, involving colleagues where required • report any unresolved anomalies in the data/information to appropriate people • provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time	
12.	Develop your knowledge, skills and competence Theory Duration **(hh:mm)** **5:00** Practical Duration **(hh:mm)**	Candidates will be able to: • obtain advice and guidance from appropriate people to develop your knowledge, skills and competence • identify accurately the knowledge and skills you need for your job role • identify accurately your current level of knowledge, skills and competence and any learning and development needs • agree with appropriate people a plan of learning and development activities to address your learning needs	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	20:00 Corresponding NOS Code **SSC/N9005**	• undertake learning and development activities in line with your plan • apply your new knowledge and skills in the workplace, under supervision • obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them • review your knowledge, skills and competence regularly and take appropriate action	

Total Duration: Theory Duration **(hh:mm)** **99:00** Practical Duration **(hh:mm)** **301:00**	**Unique Equipment Required:** Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome. • Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning • White Board, Markers and Eraser • Projector with screen • Flip chart with markers • Faculty's PC/Laptop with latest configuration and internet connection • Supporting software / applications for projecting audio, video, recording, • Presentation Tools to support learning activities: o Intranet o Email o IMs o Learning management system e.g. Moodle, Blackboard to enable blended learning • Microphone / voice system for lecture and class activities • Handy Camera • Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets • For IT Lab sessions: Computer Lab with 1:1 PC:trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. • Assessment and Test Tools for day to day online Tests and Assessments • For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition. • Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.

Grand Total Course Duration: **400 Hours 0 Minutes**

(This syllabus/ curriculum has been approved **IT-ITeS Sector Skills Council NASSCOM**.)

Notes from IT-ITeS Sector Skills Council NASSCOM

1. This document outlines the broad scope of coverage. This should be linked with OBF and training delivery plan. OBF (Outcome based framework) reflects the pedagogy used to ensure an expected outcome. Training delivery plan focuses on the sequence of delivery.
2. Though many NOSs have some seemingly common outcomes, notably core/generic, professional and technical skills, it is imperative to understand the contextual difference between them. Training providers are advised to,
   a. Embed such skills development in the learning pedagogy for each expected outcome
   b. Prepare a detailed session plan for training delivery with focus on sequence and duration of training
3. Run a diagnostic test to assess prior learning of students and help trainers / students identify the need for gap training and suitable training methodology. Accordingly, more introductory level sessions may be included in guided or self-paced mode of learning. E.g. adding some sessions on Functional English or Use of Internet and MS Office.

Trainer Prerequisites for Job role: "Associate-Transactional F & A" mapped to Qualification Pack: "SSC/Q2301"

Sr. No.	Area	Details
1	**Job Description**	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack SSC/Q2301.
2	**Personal Attributes**	Aptitude to conduct training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field. This job requires the individual to follow detailed instructions and procedures with an eye for detail. The individual should be analytical and result oriented and should demonstrate logical thinking.
3	**Minimum Educational Qualifications**	Bachelor's Degree in commerce/ economics
4a	**Domain Certification**	Minimum accepted score in SSC Assessment is 90% per NOS being taught in SSC/Q2301. Additional certification in MS-Office (PowerPoint, Excel), Accounting standards etc.
4b	**Platform Certification**	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "SSC/Q1402". Minimum accepted score is 70% per NOS.
5	**Experience**	Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	**Associate-Transactional F & A**
Qualification Pack	**SSC/Q2301**
Sector Skill Council	**IT-ITeS**

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2	The assessment will be conducted online through assessment providers authorised by SSC.
3	Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4	To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5	For latest details on the assessment criteria, please visit www.sscnasscom.com.

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Marks Allocation	
				Theory	Skills Practical
1. SSC/N2302 (Process invoices, credit notes and claims)	PC1. check systems to verify whether invoices and claims have already been received and recorded	100	5	0	5
	PC2. validate invoices against purchase orders (POs) and/or other documentation received and assign appropriate codes		15	5	10
	PC3. validate vendor credit notes against relevant invoices and assign appropriate codes		5	0	5
	PC4. validate expense items against relevant expense policies and assign appropriate codes		5	0	5
	PC5. identify any issues with invoices, credit notes and claims and clarify these with relevant vendors or personnel/employees		5	0	5
	PC6. enter invoices, credit notes and claims into your organization's systems, following your organization's policies, procedures, guidelines and client specific SLAs		30	10	20
	PC7. check processing of invoices, credit notes and claims with peers and/or supervisor, as required		10	0	10
	PC8. submit entered invoices and claims for review and approval by appropriate people		5	5	0
	PC9. update invoices and claims in your organization's systems in case of changes		5	0	5
	PC10. reconcile invoices, credit notes and claims against system entries on a periodic basis, as required		5	0	5
	PC11. obtain advice and guidance from appropriate people, where required		5	5	0
	PC12. comply with your organization's policies, procedures, guidelines and client-		5	0	5
		Total	100	25	75
2. SSC/N2303 (Pay invoices and claims)	PC1. check systems to verify whether approved invoices and claims have already been paid	100	5	0	5
	PC2. carry out random checks on approved invoices and claims, as required		15	5	10
	PC3. identify any issues with approved invoices and claims and clarify these with appropriate people		5	0	5
	PC4. prepare batches of invoices and claims for pay-run , following your organization's policies, procedures, guidelines and client-specific SLAs		30	10	20
	PC5. check pay-run with peers and/or supervisor, as required		5	5	0
	PC6. submit pay-run for review and approval by appropriate people		5	5	0
	PC7. respond promptly to payment queries from vendors and personnel/ employees referred by the accounts payable helpdesk		5	0	5
	PC8. reconcile payments against bank statements on a periodic basis, as required		10	0	10
	PC9. liaise effectively with banks regarding any queries about reconciliation or non-receipt of authorized payments		10	0	10

	PC10. obtain advice and guidance from appropriate people, where required		5	5	0
	PC11. comply with your organization's policies, procedures, guidelines and client-specific SLAs when paying invoices and claims		5	0	5
		Total	100	30	70
3. SSC/N2304 (Deal with queries at the accounts payable helpdesk)	PC1. greet helpdesk users and verify their details, following your organization's procedures	**100**	10	5	5
	PC2. listen carefully to helpdesk users and ask appropriate questions to understand the nature of their queries		5	0	5
	PC3. summarize and obtain confirmation from helpdesk users of your understanding of their queries		10	5	5
	PC4. express your concern for any difficulties caused and your commitment to resolving their queries		10	5	5
	PC5. record and categorize queries accurately using your organization's query management tool		10	5	5
	PC6. obtain relevant information from the accounts payable system and communicate this information clearly to helpdesk users		10	5	5
	PC7. refer queries that cannot be dealt with by reference to the accounts payable system promptly to appropriate people		5	0	5
	PC8. provide helpdesk users with a justifiable estimate of time to respond to their queries, where an immediate response cannot be given		5	0	5
	PC9. monitor resolution of queries to keep helpdesk users informed about progress and any delays in resolving their queries		5	0	5
	PC10. obtain confirmation from helpdesk users that their queries have been resolved to their satisfaction		10	5	5
	PC11. record the resolution of queries accurately using your organization's query management tool		10	5	5
	PC12. comply with relevant standards, policies, procedures, guidelines and service		10	0	10
		Total	100	35	65
4.SSC/N2305 (Maintain customer accounts)	PC1. check systems to verify whether master records of customers already exist	**100**	10	0	10
	PC2. obtain required data/information from appropriate sources to set up and update customer accounts		15	5	10
	PC3. clarify any issues with the data/information either from the sales team or directly with customers, as required		5	0	5
	PC4. carry out credit checks on customers, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		20	0	20
	PC5. set up and update customer accounts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		25	5	20
	PC6. obtain confirmation from customers that the details held in their master records are correct		10	5	5

	PC7. obtain advice and guidance from appropriate people, where required		5	0	5
	PC8. comply with your organization's policies, procedures, guidelines and client- specific SLAs when maintaining customer accounts		10	0	10
		Total	100	15	85
5. SSC/N2306 (Generate invoices and credit notes)	PC1. obtain requests to generate invoices, credit notes and full supporting documentation from sales teams	**100**	5	0	5
	PC2. check systems to verify whether invoices/credit notes have already been generated		10	0	10
	PC3. validate requests to generate invoices/credit notes against relevant purchase orders, contracts and terms of business		10	5	5
	PC4. clarify any issues with requests to generate invoices/credit notes with appropriate people		10	0	10
	PC5. enter data for generating invoices/credit notes into your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs		30	10	20
	PC6. check generation of invoices/credit notes with peers and/or supervisor, as required		2.5	2.5	0
	PC7. submit entered invoices/credit notes for review and approval by appropriate people		2.5	2.5	0
	PC8. update invoices/credit notes in your organization's systems in case of changes		5	0	5
	PC9. send invoices/credit notes to appropriate people for signature, where required		2.5	2.5	0
	PC10. send invoices/credit notes to customers and confirm receipt, where required		2.5	2.5	0
	PC11. reconcile invoices/credit notes against system entries on a periodic basis, as required		5	0	5
	PC12. obtain advice and guidance from appropriate people, where required		5	5	0
	PC13. comply with your organization's policies, procedures, guidelines and client-specific SLAs when generating invoices and credit notes		10	0	10
		Total	100	30	70
6. SSC/N2307 (Receive payments and apply cash)	PC1. verify the sources and amounts of payments received	**100**	10	10	0
	PC2. record payments received in your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs		30	10	20
	PC3. identify the invoices/credit notes to which receipts relate in order to allocate payments correctly		10	0	10
	PC4. direct receipts into relevant bank accounts, following your organization's policies, procedures, guidelines and client-specific SLAs		10	0	10
	PC5. identify any issues with payments from customers and clarify these with appropriate people		10	0	10
	PC6. respond promptly to payment queries from customers referred by the accounts receivable helpdesk		5	0	5
	PC7. reconcile receipts against bank statements on a periodic basis, as required		5	0	5

	PC8. liaise effectively with banks regarding any queries about reconciliation of receipts		5	0	5
	PC9. obtain advice and guidance from appropriate people, where required		5	5	0
	PC10. comply with your organization's policies, procedures, guidelines and client-specific SLAs when receiving payments and applying cash		10	0	10
		Total	100	25	75
7. SSC/N2309 (Deal with queries at the accounts receivable helpdesk)	PC1. greet customers and verify their details, following your organization's procedures	**100**	10	5	5
	PC2. listen carefully to customers and ask appropriate questions to understand the nature of their queries		5	0	5
	PC3. summarize and obtain confirmation from customers of your understanding of their queries		7.5	2.5	5
	PC4. express your concern for any difficulties caused and your commitment to resolving their queries		10	5	5
	PC5. record and categorize queries accurately using your organization's query management tool		10	5	5
	PC6. obtain relevant information from the accounts receivable system and communicate this information clearly to customers		10	5	5
	PC7. confirm with customers their commitment to make timely payments, where required		5	0	5
	PC8. refer queries that cannot be dealt with by reference to the accounts receivable system promptly to appropriate people		5	0	5
	PC9. provide customers with a justifiable estimate of time to respond to their queries, where an immediate response cannot be given		5	0	5
	PC10. monitor resolution of queries to keep customers informed about progress and any delays in resolving their queries		5	0	5
	PC11. obtain confirmation from customers that their queries have been resolved to their satisfaction		7.5	2.5	5
	PC12. record the resolution of queries accurately using your organization's query management tool		10	5	5
	PC13. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing with queries at the accounts		10	0	10
		Total	100	30	70
8. SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your **work requirements** with **appropriate people**	**100**	7.5	0	7.5
	PC2. keep your immediate work area clean and tidy		15	7.5	7.5
	PC3. utilize your time effectively		15	7.5	7.5
	PC4. use **resources** correctly and efficiently		15	7.5	7.5
	PC5. treat confidential information correctly		7.5	0	7.5
	PC6. work in line with your organization's policies and procedures		15	0	15
	PC7. work within the limits of your job role		7.5	0	7.5
	PC8. obtain guidance from **appropriate people**, where necessary		7.5	0	7.5
	PC9. ensure your work meets the agreed requirements		10	0	10

		Total	100	22.5	77.5
9.SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	**100**	20	0	20
	PC2. work with colleagues to integrate your work effectively with theirs		10	0	10
	PC3. pass on essential information to colleagues in line with organizational requirements		10	10	0
	PC4. work in ways that show respect for colleagues		20	0	20
	PC5. carry out commitments you have made to colleagues		10	0	10
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons		10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems		10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues		10	0	10
		Total	100	20	80
10.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	**100**	20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		10	0	10
	PC5. follow your organization's **emergency procedures** promptly, calmly, and efficiently		20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		10	0	10
	PC7. complete any health and safety records legibly and accurately		10	0	10
		Total	100	30	70
11.SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	**100**	15	15	0
	PC2. obtain the data/information from reliable sources		15	0	15
	PC3. check that the data/information is accurate, complete and up-to-date		15	5	10
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		5	5	0
	PC5. carry out rule-based analysis of the data/information, if required		20	0	20
	PC6. insert the data/information into the agreed formats		10	0	10
	PC7. check the accuracy of your work, involving colleagues where required		10	0	10

	PC8. report any unresolved anomalies in the data/information to appropriate people		5	5	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		5	0	5
		Total	100	30	70
12.SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence	**100**	20	7	13
	PC2. identify accurately the knowledge and skills you need for your job role		14	7	7
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		14	0	14
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs		7	0	7
	PC5. undertake learning and development activities in line with your plan		12	0	12
	PC6. apply your new knowledge and skills in the workplace, under supervision		12	0	12
	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		7	0	7
	PC8. review your knowledge, skills and competence regularly and take appropriate action		14	7	7
		Total	100	21	79