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The list below provides a comprehensive list of competencies necessary for the skilling of workers and school leavers in preparation for work. There are 19 Groups of Competencies compiled today ranging from level 2 to level 6. These are:

	Total	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
1. Business	30	2	6	8	14	-	-
2. Secretarial	24			10	8	6	
3. Legal Administration	39			8	17	14	
4. Medical Administration	9		2	5	2		
5. Logistics	8				4	4	
6. SME	8				8		
7. Management	22			6	5	11	
8. Strategic Management	28					14	14
9. Project Management	26				8	9	9
10. Franchising	10				5	5	
11. Quality Auditing	6					6	
12. Work Health Safety & Risk Management	23				6	8	9
13. Human Resource Management	27				9	13	5
14. Sales	7			7			
15. Marketing	25			4	8	7	6
16. Training & Development	14				6	4	4
17. Advertising	17				4	8	5
18. International Business	23			6	9	8	
19. E-Business	59			10	9	24	16
	405	2	8	64	122	141	68

List of Competencies

1	Business 1A	Prepare for work; Complete daily work activities; Apply basic communication skills; Plan skills development
1	Business 1B	Use business equipment; Follow workplace safety procedures; Operate a personal computer; Develop keyboard skills
2	Business 2A	Follow environmental work practices; Work effectively in a business environment
2	Business 2B	Organise and complete daily work activities; Communicate in the workplace; Work effectively with others;
2	Business 2C	Use business technology; Produce simple word processed documents; Create and use simple spreadsheets
2	Business 2D	Process and maintain workplace information; Prepare and process financial/business documents; Handle mail
2	Business 2E	Deliver a service to customers; Provide information to clients; Create customer relationship; Process customer feedback
2	Business 2F	Implement improved work practices; Participate in environmental work practices
3	Business 3A	Exercise initiative in a business environment
3	Business 3B	Organise personal work priorities and development
3	Business 3C	Contribute to personal skill development and learning
3	Business 3D	Organise workplace information; Produce business documents; Write simple documents
3	Business 3E	Utilise a knowledge management system
3	Business 3F	Maintain business resources; Maintain financial records
3	Business 3G	Recommend products and services; Deliver and monitor a service to customers; Process customer complaints; Meet customer needs and expectations
3	Business 3H	Participate in workplace safety procedures; Apply basic first aid; Maintain workplace safety; Apply advanced first aid; Maintain first aid equipment and resources
4	Business 4A	Develop work priorities
4	Business 4B	Establish business networks
4	Business 4C	Develop teams and individuals
4	Business 4D	Analyse and present research information
4	Business 4E	Maintain business technology
4	Business 4F	Coordinate business resources
4	Business 4G	Report on financial activity
4	Business 4H	Promote products and services;
4	Business 4I	Coordinate implementation of customer service strategies



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4	Business 4J	Coordinate customer service activities
4	Business 4K	Address customer needs
4	Business 4L	Manage projects
4	Business 4M	Write complex documents
4	Business 4N	Assist with compliance with OHS and other relevant laws
3	Secretarial 3A	Produce texts from shorthand notes
3	Secretarial 3B	Produce texts from notes
3	Secretarial 3C	Produce texts from audio transcription
3	Secretarial 3D	Design and develop text documents
3	Secretarial 3E	Create and use databases
3	Secretarial 3F	Create electronic presentations
3	Secretarial 3G	Organise schedules
3	Secretarial 3H	Process payroll
3	Secretarial 3I	Process accounts payable and receivable
3	Secretarial 3J	Maintain a general ledger
4	Secretarial 4A	Produce complex texts from shorthand notes
4	Secretarial 4B	Produce complex business documents
4	Secretarial 4C	Develop and use complex databases
4	Secretarial 4D	Develop and use complex spreadsheets
4	Secretarial 4E	Organise meetings
4	Secretarial 4F	Organise business travel
4	Secretarial 4G	Administer projects
4	Secretarial 4H	Prepare financial reports
5	Secretarial 5A	Manage the establishment and maintenance of a workgroup network
5	Secretarial 5B	Manage meetings
5	Secretarial 5C	Plan and manage conferences
5	Secretarial 5D	Plan or review administration systems
5	Secretarial 5E	Manage payroll
5	Secretarial 5F	Manage business document design and development
3	Legal Admin 3A	Apply knowledge of the legal system to complete tasks
3	Legal Admin 3B	Carry out search of the public record
3	Legal Admin 3C	Deliver court documentation
3	Legal Admin 3D	Apply the principles of confidentiality and security within the legal environment
3	Legal Admin 3E	Handle receipt and despatch of information
3	Legal Admin 3F	Use legal terminology in order to carry out tasks
3	Legal Admin 3G	Assist in prioritising and planning activities in a legal practice
3	Legal Admin 3H	Maintain records for time and disbursements in a legal practice
4	Legal Admin 4A	Prepare and produce complex legal documents
4	Legal Admin 4B	Provide non-legal advice
4	Legal Admin 4C	Interact with other parties
4	Legal Admin 4D	Research, locate and provide legal and other information in response to requests
4	Legal Admin 4E	Maintain trust accounts
4	Legal Admin 4F	Provide support in Property Law matters
4	Legal Admin 4G	Provide support in Family Law matters
4	Legal Admin 4H	Provide support in Criminal Law matters
4	Legal Admin 4I	Provide support in Commercial Law matters
4	Legal Admin 4J	Serve legal process
4	Legal Admin 4K	Arrange documents and list exhibits for litigation support
4	Legal Admin 4L	Take instructions in relation to a transaction
4	Legal Admin 4M	Prepare and execute documents
4	Legal Admin 4N	Support the interests, rights and needs of clients within duty of care requirements
4	Legal Admin 4O	Support community resources
4	Legal Admin 4P	Meet information needs of the community
4	Legal Admin 4Q	Support community participation
5	Legal Admin 5A	Run a file
5	Legal Admin 5B	Perform legal research and prepare reports to meet identified needs
5	Legal Admin 5C	Obtain information from a client
5	Legal Admin 5D	Draft legally binding documents
5	Legal Admin 5E	Assist with the discovery process
5	Legal Admin 5F	Appear in court



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5	Legal Admin 5G	Attend pre-trial negotiations
5	Legal Admin 5H	Cost complex files
5	Legal Admin 5I	Administer in-house mortgage practice
5	Legal Admin 5J	Negotiate with others to achieve tasks and goals
5	Legal Admin 5K	Finalise transaction
5	Legal Admin 5L	Support community action
5	Legal Admin 5M	Work within specific communities
5	Legal Admin 5N	Provide advocacy and representation
2	MedAdmin2a	Use basic medical terminology
2	MedAdmin2b	Follow OHS policies and procedures in medical office
3	MedAdmin3A	Use advanced medical terminology
3	MedAdmin3B	Prepare and process medical accounts
3	MedAdmin3C	Maintain patient records
3	MedAdmin3D	Assist in controlling stocks and supplies
3	MedAdmin3E	Apply the principles of confidentiality, privacy and security within the medical environment
4	MedAdmin4A	Manage patient record-keeping system
4	MedAdmin4B	Control stocks and supplies
4	LOG3A	Purchase goods and services
4	LOG4A	Plan purchasing
4	LOG4B	Negotiate contracts
4	LOG4C	Conduct international purchasing
5	LOG5A	Develop, implement and review purchasing strategies
5	LOG5B	Manage supplier relationships
5	LOG5C	Manage international purchasing
5	LOG5D	Manage a supply chain
4	SME 4A	Research business opportunities
4	SME 4B	Establish business and legal requirements
4	SME 4C	Undertake financial planning
4	SME 4D	Promote the business
4	SME 4E	Undertake business planning
4	SME 4F	Monitor and manage business operations
4	SME 4G	Manage finances
4	SME 4H	Manage a small team
3	FMI3A	Contribute to effective workplace relationships
3	FMI3B	Support operational plan
3	FMI3C	Provide workplace information and resourcing plans
3	FMI3D	Support continuous improvement systems and processes
3	FMI3E	Support a workplace learning environment
3	FMI3F	Contribute to team effectiveness
4	FMI4A	Implement effective workplace relationships
4	FMI4B	Implement operational plan
4	FMI4C	Implement workplace information system
4	FMI4D	Implement continuous improvement
4	FMI4E	Promote team effectiveness
5	FMI5A	Manage personal work priorities and professional development
5	FMI5B	Manage effective workplace relationships
5	FMI5C	Manage operational plan
5	FMI5D	Manage workplace information systems
5	FMI5E	Manage quality customer service
5	FMI5F	Facilitate continuous improvement
5	FMI5G	Facilitate and capitalise on change and innovation
5	FMI5H	Develop a workplace learning environment
5	FMI5I	Ensure team effectiveness
5	FMI5J	Manage budgets and financial plans within the work team
5	FMI5K	Manage people
5	SMGT5A	Market services and concepts to internal customers
5	SMGT5B	Manage people performance
5	SMGT5C	Prepare budgets and financial plans
5	SMGT5D	Manage budgets and financial plans
5	SMGT5E	Ensure a safe workplace



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5	SMGT5F	Recruit, select and induct staff
5	SMGT5G	Manage environmental performance
5	SMGT5H	Manage risk management system
5	SMGT5I	Manage a knowledge management system
5	SMGT5J	Determine needs of customer populations
5	SMGT5K	Develop a business opportunity
5	SMGT5L	Manage relationships in a family business
5	SMGT5M	Plan for family business succession
5	SMGT5N	Plan and manage growth in a family business
6	SMGT6A	Contribute to strategic direction
6	SMGT6B	Contribute to the development and implementation of strategic plans
6	SMGT6C	Review and develop business plans
6	SMGT6D	Manage business operations
6	SMGT6E	Provide leadership across the organisation
6	SMGT6F	Manage customer focus
6	SMGT6G	Manage knowledge and information
6	SMGT6H	Manage innovation and continuous improvement
6	SMGT6I	Manage risk
6	SMGT6J	Manage environmental management systems
6	SMGT6K	Develop risk management strategy
6	SMGT6L	Plan and implement a knowledge management system
6	SMGT6M	Review and improve a knowledge management system
6	SMGT6N	Develop and implement diversity policy
4	PPM 4A	Apply scope management techniques
4	PPM 4B	Apply time management techniques
4	PPM 4C	Apply cost management techniques
4	PPM 4D	Apply quality management techniques
4	PPM 4E	Apply human resource management approaches
4	PPM 4F	Apply communications management techniques
4	PPM 4G	Apply risk management techniques
4	PPM 4H	Apply contract procurement techniques
5	PPM 5A	Manage application of project integrative processes
5	PPM 5B	Manage project scope
5	PPM 5C	Manage project time
5	PPM 5D	Manage project costs
5	PPM 5E	Manage project quality
5	PPM 5F	Manage project human resources
5	PPM 5G	Manage project communications
5	PPM 5H	Manage project risk
5	PPM 5I	Manage project procurement
6	PPM 6A	Direct the integration of multiple projects/programs
6	PPM 6B	Direct the scope of multiple projects/programs
6	PPM 6C	Direct time management of multiple projects/programs
6	PPM 6D	Direct cost management of multiple projects/programs
6	PPM 6E	Direct quality management of multiple projects/programs
6	PPM 6F	Direct human resources management of multiple projects/programs
6	PPM 6G	Direct communications management of multiple projects/programs
6	PPM 6H	Direct risk management of multiple projects/programs
6	PPM 6I	Direct project procurement and contracts of multiple projects/programs
3	FRANCH 3A	Work within a franchise
4	FRANCH 4A	Manage compliance with franchisee obligations and legislative requirements
4	FRANCH 4B	Establish a franchise
4	FRANCH 4C	Manage relationship with franchisor
4	FRANCH 4D	Manage a multiple site franchise
5	FRANCH 5A	Establish a franchise operation
5	FRANCH 5B	Manage a franchise operation
5	FRANCH 5C	Manage establishment of new sites or regions
5	FRANCH 5D	Manage relationships with franchisees
5	FRANCH 5E	Manage closure of a franchise
5	QA 5A	Prepare for a quality audit



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5	QA 5B	Participate in a quality audit
5	QA 5C	Initiate a quality audit
5	QA 5D	Prepare to lead a quality audit
5	QA 5E	Lead a quality audit
5	QA 5F	Report on a quality audit
4	WHS4A	Contribute to the implementation of a systematic approach to managing OHS
4	WHS4B	Contribute to the implementation of the OHS consultation process
4	WHS4C	Identify hazards and assess OHS risks
4	WHS4D	Contribute to the implementation of strategies to control OHS risk
4	WHS4E	Contribute to the implementation of emergency procedures
4	WHS4F	Use equipment to conduct workplace monitoring
5	WHS5A	Participate in the coordination and maintenance of a systematic approach to managing OHS
5	WHS5B	Participate in the management of the OHS information and data systems
5	WHS5C	Assist in the design and development of OHS participative arrangements
5	WHS5D	Apply principles of OHS risk management
5	WHS5E	Manage hazards in the work environment
5	WHS5F	Monitor and facilitate the management of hazards associated with plant
5	WHS5G	Facilitate the application of principles of occupational health to control OHS risk
5	WHS5H	Participate in the investigation of incidents
6	WHS6A	Develop a systematic approach to managing OHS
6	WHS6B	Develop OHS information and data analysis and reporting and recording processes
6	WHS6C	Analyse and evaluate OHS risk
6	WHS6D	Apply ergonomic principles to control OHS risk
6	WHS6E	Apply occupational hygiene principles to control OHS risk
6	WHS6F	Develop and implement crisis management processes
6	WHS6G	Advise on application of safe design principles to control OHS risk
6	WHS6H	Conduct an OHS audit
6	WHS6I	Evaluate an organisation's OHS performance
4	HRM4A	Administer human resource systems
4	HRM4B	Recruit and select personnel
4	HRM4C	Process human resource documents and inquiries
4	HRM4D	Co-ordinate human resource services
4	HRM4E	Implement industrial relations procedures
4	HRM4F	Develop and implement business development strategies to expand client base
4	HRM4G	Develop and implement strategies to source and assess candidates
4	HRM4H	Develop and provide employment management services to candidates
4	HRM4I	Manage the recruitment process for client organisations
5	HRM5A	Manage human resource consultancy services
5	HRM5B	Manage human resource management information systems
5	HRM5C	Manage performance management systems
5	HRM5D	Manage industrial relations policies and processes
5	HRM5E	Manage remuneration and employee benefits
5	HRM5F	Manage recruitment selection and induction processes
5	HRM5G	Manage separation/termination
5	HRM5H	Manage work/life skills
5	HRM5I	Manage rehabilitation/return to work programs
5	HRM5J	Plan mediation processes
5	HRM5K	Implement mediation processes
5	HRM5L	Manage industrial relations initiatives
5	HRM5M	Manage industrial relations disputes
6	HRM6A	Manage change
6	HRM6B	Manage human resource strategic planning
6	HRM6C	Contribute to organisation development
6	HRM6D	Manage employee relations
6	HRM6E	Contribute to organisation design
3	SLS3A	Develop product knowledge
3	SLS3B	Identify sales prospects
3	SLS3C	Present a sales solution
3	SLS3D	Secure prospect commitment
3	SLS3E	Support post-sale activities



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3	SLS3F	Self-manage sales performance
3	SLS3G	Lead a sales team
3	MKT3A	Research the market
3	MKT3B	Identify marketing opportunities
3	MKT3C	Draft an elementary marketing audit report
3	MKT3D	Assist with market research
4	MKT4A	Profile the market
4	MKT4B	Analyse consumer behaviour for specific markets
4	MKT4C	Analyse market data
4	MKT4D	Forecast market and business needs
4	MKT4E	Implement and monitor marketing activities
4	MKT4F	Build client relationships
4	MKT4G	Make a presentation
4	MKT4H	Conduct market research
5	MKT5A	Evaluate marketing opportunities
5	MKT5B	Establish and adjust the marketing mix
5	MKT5C	Develop a marketing communications plan
5	MKT5D	Implement a marketing solution
5	MKT5E	Review marketing performance
5	MKT5F	Plan market research
5	MKT6A	Develop marketing strategies
5	MKT6B	Develop a marketing plan
5	MKT6C	Manage the marketing process
5	MKT6D	Develop and manage direct marketing campaigns
5	MKT6E	Evaluate international marketing opportunities
5	MKT6F	Manage international marketing programs
5	MKT6G	Manage market research
4	TD4A	Assessment – Plan, Conduct and Review
4	TD4B	Train small groups
4	TD4C	Plan and promote a training program
4	TD4D	Plan a series of training sessions
4	TD4E	Deliver training sessions
4	TD4F	Review training
5	TD5A	Analyse training requirements
5	TD5B	Design and establish the training system
5	TD5C	Design and establish the assessment system
5	TD5D	Manage the training and assessment system
6	TD6A	Evaluate the training and assessment system
6	TD6B	Develop assessment procedures
6	TD6C	Develop assessment tools
6	TD6D	Design training courses
4	ADV 4A	Profile a target audience
4	ADV 4B	Conduct pre-campaign testing
4	ADV 4C	Monitor advertising production
4	ADV 4D	Schedule advertisements
5	ADV 5A	Develop a creative concept
5	ADV 5B	Write persuasive copy
5	ADV 5C	Coordinate advertising research
5	ADV 5D	Create advertisements
5	ADV 5E	Evaluate and recommend ‘above the line’ media options
5	ADV 5F	Evaluate and recommend ‘below the line’ media options
5	ADV 5G	Develop a media plan
5	ADV 5H	Present an advertising campaign
6	ADV 6A	Create an advertising brief
6	ADV 6B	Develop an advertising campaign
6	ADV 6C	Manage advertising production
6	ADV 6D	Execute an advertising campaign
6	ADV 6E	Evaluate campaign effectiveness
3	INTL3A	Apply knowledge of the international trade environment to complete work
3	INTL3B	Apply knowledge of legislation relevant to international trade to complete work



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3	INTL3C	Organise the importing and exporting of goods
3	INTL3D	Assist in the international transfer of services
3	INTL3E	Prepare business documents for the international trade of goods
3	INTL3F	Apply knowledge of international finance and insurance to complete work requirements
4	INTL4A	Research international business opportunities
4	INTL4B	Market goods and services internationally
4	INTL4C	Research international markets
4	INTL4D	Implement international client relationship strategies
4	INTL4E	Apply knowledge of import and export international conventions, laws and finance
4	INTL4F	Promote compliance with legislation
4	INTL4G	Prepare business advice on export Free on Board Value
4	INTL4H	Prepare business advice on the taxes and duties for international trade transactions
4	INTL4I	Plan for international trade
5	INTL5A	Profile international markets
5	INTL5B	Analyse consumer behaviour for specific international markets
5	INTL5C	Analyse data from international markets
5	INTL5D	Forecast international market and business needs
5	INTL5E	Build international client relationships
5	INTL5F	Build international business networks
5	INTL5G	Report on finances related to international business
5	INTL5H	Promote products and services to international markets
3	EB3A	Search and assess online Business 2nformation
3	EB3B	Use and maintain electronic mail system
3	EB3C	Participate in a virtual community
3	EB3D	Buy online
3	EB3E	Sell online
3	EB3F	Make payments online
3	EB3G	Bank online
3	EB3H	Maintain online business records
3	EB3I	Undertake e-learning
3	EB3J	Work effectively as an off-site e-worker
4	EB4A	Conduct online research
4	EB4B	Implement e-correspondence policies
4	EB4C	Communicate electronically
4	EB4D	Trade online
4	EB4E	Conduct online financial transactions
4	EB4F	Monitor and maintain records in an online environment
4	EB4G	Review and maintain the business aspects of a website
4	EB4H	Implement and monitor delivery of quality customer service online
4	EB4I	Lead and facilitate e-staff
5	EB5A	Evaluate e-business opportunities
5	EB5B	Evaluate e-business models
5	EB5C	Design an e-Business
5	EB5D	Implement an e-business strategy
5	EB5E	Implement new technologies for business
5	EB5F	Plan and develop a business website
5	EB5G	Manage the business aspects of a website
5	EB5H	Build a virtual community
5	EB5I	Implement e-business outsourcing arrangements
5	EB5J	Manage e-business outsourcing
5	EB5K	Implement a knowledge management strategy for an e-business
5	EB5L	Implement electronic communication policy
5	EB5M	Plan e-learning
5	EB5N	Implement e-learning
5	EB5O	Facilitate e-learning
5	EB5P	Manage online purchasing
5	EB5Q	Manage online inventory
5	EB5R	Manage an e-business supply chain
5	EB5S	Manage online sales systems
5	EB5T	Manage online payments systems

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5	EB5U	Plan e-marketing communications
5	EB5V	Conduct e-marketing communications
5	EB5W	Investigate and plan e-work business solutions
5	EB5X	Implement and manage e-working arrangements
6	EB6A	Develop an e-business strategy
6	EB6B	Develop an action plan for an e-business strategy
6	EB6C	Evaluate new technologies for business
6	EB6D	Develop a business website strategy
6	EB6E	Identify and implement e-Business 2nnovation
6	EB6F	Manage e-business risk
6	EB6G	Develop e-business outsourcing policy and guidelines
6	EB6H	Develop and implement online information policy
6	EB6I	Develop a knowledge management strategy for an e-business
6	EB6J	Develop electronic communication policy
6	EB6K	Develop and implement e-business human resource management policy and practices
6	EB6L	Develop and implement e-work policy and guidelines
6	EB6M	Develop online customer service strategies
6	EB6N	Build online customer loyalty
6	EB6O	Use online systems to support managerial decision-making
6	EB6P	Plan an e-business supply chain