



REPUBLIC OF KENYA

PUBLIC SERVICE COMMISSION OF KENYA

**PROFICIENCY EXAMINATION SYLLABUS AND
REGULATIONS**

FOR

CLERICAL OFFICERS

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INTRODUCTION TO THE SYLLABUS AND EXAMINATION REGULATIONS

1.0 PREAMBLE

Clerical officers form a major component of the front line officers in government service. They deliver services directly to the members of the public. The performance of the clerical officers, therefore, affects the effectiveness and efficiency of service delivery by the government.

The proficiency examination programme is expected to improve the skills of the clerical staff for enhanced service delivery. Therefore, the programme is expected to produce multi-skilled clerical officers capable of performing various clerical functions within the public service.

The clerical staff in government operate within the clerical officers' scheme of service administered by the Ministry of State for Public Service. The current reforms in the government have necessitated major changes in the way of delivery of services in the government. It has therefore been found necessary to review the proficiency curriculum in order to make it more responsive to the current changes.

2.0 GENERAL OBJECTIVES

On successful completion of the programme, the clerical officer should be able to:

- (i) perform the clerical functions in the civil service.
- (ii) uphold integrity and ethics in the performance of clerical duties.
- (iii) understand the structure of government and its functions.
- (iv) promote a positive image of the government.
- (v) appreciate the role of clerical officers in government.

3.0 TRAINING STRUCTURE

The training for proficiency examination is designed in a progressive structure as follows:

- Two (2) weeks induction course organized by the respective ministry/department immediately on appointment;
- On-the-job training: an officer will be rotated in all the operational areas of clerical work organized by his/her respective ministry/department. The essence of on-the-job-training is to provide the clerk with hands-on experience of all clerical duties in a typical government entity. The officer should also take the initiative of carrying out self reading in order to expand his/her knowledge;
- Six weeks block release training administered by the Ministry of State for Public Service
- Computer training (minimum of 20 hours) for clerical officers to be organized by the Ministry of State for Public Service in conjunction with the line ministries/departments.

This training programme should be conducted within a period of two (2) years after engagement.

4.0 EXAMINATION REGULATIONS

4.1 ELIGIBILITY FOR REGISTRATION FOR THE EXAMINATIONS

To register for the proficiency examination an officer must:

- (a) have passed Kenya Certificate of Secondary Education (K.C.S.E.) with a mean grade of C- or its equivalent;
- (b) be designated as a clerical officer in the Public Service;

(c) have served as a clerical officer in the Public Service for a minimum period of two (2) years;

4.2 REQUIREMENTS FOR REGISTRATION

For an officer to be registered for the examination, he/she should produce certified copies of the following:

- (i) appointment letter to the clerical cadre
- (ii) academic certificates
- (iii) two passport size photographs

In addition the officer will be required to pay a registration fee which will be determined by the Public Service Commission of Kenya from time to time.

4.3 ADMINISTRATION OF THE EXAMINATION

The administration of the Proficiency Examination for Clerical Officers is the responsibility of the Public Service Commission of Kenya.

4.4 FREQUENCY OF EXAMINATIONS

The Proficiency Examination for Clerical Officers shall be conducted once every year.

4.5 EXAMINATION CENTERS

Examination Centers for the proficiency examinations will be determined by the Public Service Commission of Kenya from time to time.

4.6 EXAMINATION STRUCTURE

The examination will consist of ten (10) examinable subjects of which six (6) will be compulsory, four (4) electives and one (1) non-examinable subject:

COMPULSORY SUBJECTS

Candidates are required to sit for the following six subjects:

- Communication Skills
- Organization and Functions of Government
- Public Relations
- Governance and Civil Service Regulations
- Office Practice
- Business Calculations

ELECTIVE SUBJECTS

Candidates are required to choose any one of the following subjects:

- Accounts
- Supply Services
- Human Resource Services
- Records Management

NON-EXAMINABLE SUBJECT

Information Communication Technology (ICT)

4.7 EXAMINATION PAPER STRUCTURE AND DURATION

The table below gives the examination paper structure and duration.

PAPER CODE	SUBJECT	DURATION	PAPER STRUCTURE
Paper I 101	Communication Skills	2 hours – 100 marks	This paper will consist of three Sections A , B and C . Section A (30 Marks) will consist of two (2) compulsory questions. Section B (30 Marks) will consist of a passage from which the candidate will be expected to answer twelve (12) compulsory questions. Section C (40 Marks) will consist of three (3) questions and candidates will be expected to answer two (2).
Paper II 201	Organization & Functions of Government	2 hours - 100 marks	This paper will consist of two Sections, A and B . Section A (40 Marks) will consists of twelve (12) compulsory short answer questions. Section B (60 Marks) will consists of three (3) compulsory extended response questions of 20 marks each.
Paper III 301	Public Relations	1hour – 50 marks	This paper will consist of two Sections, A and B . Section A (30 Marks) will consists of ten (10) compulsory short answer questions. Section B (20 Marks) will consists of two (2) compulsory extended response questions of 10 marks each.
Paper IV 401	Governance & Civil Service Regulations	2 ½ hours – 100 marks	This paper consist of two Sections, A and B . Section A (40 Marks) will consist of twelve (12) compulsory short answer questions. Section B (60 marks) will consist of four (4) extended response questions of 20 marks each. Candidates will be expected to answer 3 questions.
Paper V 501	Office Practice	2 hour – 100 marks	This paper will consist of two Sections, A and B . Section A (40 Marks) will consist of twelve (12) compulsory short answer questions. Section B (60 Marks) will consist of four (4) extended response questions each carrying 20 marks. Candidates will be expected to answer 3 questions
Paper VI 601	Business Calculation	1 hour 30 minutes– 60 marks	This paper will consist of two Sections A and B . Section A (30 Marks) will consist of ten (10) compulsory short answer questions. Section B (30 Marks) will consists of five (5) extended response questions each carrying ten (10) marks. Candidates will be required to answer any three (3) questions.
Paper VII 700	ELECTIVES Candidates will be expected to choose any one subject.	2 hours – 100 marks	701 –ACCOUNTS This paper will consists of two Sections, A and B . Section A (40 Marks) will consist of twelve (12)

	<p>701 – Accounts</p> <p>702 - Supply Services</p> <p>703 - Human Resource Services</p> <p>704 - Records Management</p>	<p>compulsory short answer questions. Section B (60 Marks) will consist of three (3) compulsory extended response questions of 20 marks each.</p> <p>702 – SUPPLIES SERVICES This paper will consist of two Sections, A and B. Section A (40 Marks) will consist of twelve (12) compulsory short answer questions. Section B (60 Marks) will consist of four (4) extended response questions of 20 marks each. Candidates will be required to answer any three (3) questions.</p> <p>703 – HUMAN RESOURCE SERVICES This paper will consist of two Sections, A and B. Section A (40 Marks) will consist of twelve (12) compulsory short answer questions. Section B (60 Marks) will consist of four (4) extended response questions of 20 marks each. Candidates will be required to answer any three (3) questions.</p> <p>704- RECORDS MANAGEMENT This paper will consist of two Sections, A and B. Section A (40 Marks) will consist of twelve (12) compulsory short answer questions. Section B (60 Marks) will consist of four (4) extended response questions of 20 marks each. Candidates will be required to answer any three (3) questions.</p>
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4.8 EXAMINATION RESULTS

Officers will be informed of the results through a circular to Authorized Officers and publishing the results in the Kenya Gazette.

4.9 AWARD OF CERTIFICATE

Every officer who passes all the subjects will be awarded the Proficiency Examination Certificate for Clerical Officers by the Public Service Commission of Kenya.

4.10 REFERRALS

- (i). Clerical officers who do not pass a paper will be referred in that same paper.
- (ii). Clerical officers are expected to pass the proficiency examination within a period of 10 years from the date of first appointment.

4.11 EXEMPTIONS

This being a promotional programme, there is no provision for exemptions.

5.0 COMMUNICATION SKILLS**5.0.1 INTRODUCTION**

This course unit is intended to equip the clerical officer with knowledge, skills and attitudes that will enable him or her communicate effectively in his work.

5.0.2 General Objectives

By the end of this course unit, the officer should be able to:

- (a) understand the art of communication and its role in relation to operation of a clerk in government
- (b) communicate effectively
- (c) prepare official correspondences and reports
- (d) comprehend and interpret information and instructions accurately.

5.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPICS
5.1	Introduction to communication	<ul style="list-style-type: none"> ▪ Meaning of communication ▪ Importance of communication
5.2	Process of communication	<ul style="list-style-type: none"> ▪ The communication cycle ▪ Elements of communication ▪ The channels of communication ▪ Factors to consider when choosing a channel of communication ▪ Barriers to effective communication ▪ Overcoming the various barriers to effective communication
5.3	Forms of communication	<ul style="list-style-type: none"> ▪ Oral(verbal) ▪ Non-verbal ▪ Written ▪ Patterns of communication in government
5.4	Listening	<ul style="list-style-type: none"> ▪ Importance of effective listening ▪ Barriers to effective listening ▪ Techniques of active listening
5.5	Telephone as a tool of communication	<ul style="list-style-type: none"> ▪ Importance of the telephone as a tool of communication ▪ Effective use of the telephone
5.6	Use of correct language for effective communication	<ul style="list-style-type: none"> ▪ Construction of sentences ▪ Application of common business expressions
5.7	Letter writing and memorandum	<ul style="list-style-type: none"> ▪ Business letters ▪ Letter styles ▪ Letter writing ▪ Writing of an internal memorandum
5.8	Report Writing	<ul style="list-style-type: none"> ▪ Meaning and purpose of a report ▪ Types of reports ▪ Format of a report ▪ Writing of a report
5.9	Summary writing	<ul style="list-style-type: none"> ▪ Summary writing

CODE	TOPIC	SUB-TOPICS
		<ul style="list-style-type: none"> ▪ Process of summary writing ▪ Characteristics of a good summary
5.10	Meetings	<ul style="list-style-type: none"> ▪ Purpose of meetings ▪ Types of meetings ▪ Procedure for calling and conducting meetings ▪ Parties to a meeting ▪ Terminologies commonly used in meetings
5.11	Face to face communication with clients	<ul style="list-style-type: none"> ▪ Techniques for effective face to face communication

5.1 INTRODUCTION TO COMMUNICATION

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the meaning of communication
- (b) explain the importance of communication

SUB-TOPICS

5.1.1 Meaning of communication

5.1.2 Importance of communication

5.2 PROCESS OF COMMUNICATION

Specific Objectives

By the end of this topic the Officer should be able to:

- (a) describe the process of communication cycle
- (b) list the elements of communication
- (c) explain various channels of communication
- (d) explain the factors to consider when choosing channels of communication
- (e) identify the barriers to effective communication
- (f) explain the ways in which a clerk can overcome barriers to effective communication.

SUB-TOPICS

5.2.1 The communication cycle

5.2.2 Elements of communication

5.2.3 The Channels of communication

- Electronic channel
- Print channel

5.2.4 Factors to consider when choosing a channel of communication

5.2.5 Barriers to effective communication

- Barriers caused by the sender
- Barriers caused by the receiver

- Barriers related to the process of communication
- Barriers related to the environment

5.2.6 Overcoming the various barriers to communication

5.3 FORMS OF COMMUNICATION

Specific Objectives

By the end of the topic, the officer should be able to:

- (a) explain the meaning and importance of verbal communication
- (b) explain the meaning and importance of non-verbal communication
- (c) discuss the importance of written communication in government
- (d) describe the patterns of communication in government ministries/departments

SUB-TOPICS

5.3.1 Oral (Verbal) Communication

- Meaning
- Type
- Importance

5.3.2 Non-Verbal Communication

- Meaning
- Type
- Importance

5.3.3 Written Communication

Types of written communication

- Letters
- Memorandum
- Reports
- Pictorial presentation
- Statistical/Graphical presentation

Importance of each type of written communication

5.3.4 Patterns of Communication in Government

Official communication (formal)

- Top-bottom
- Bottom-up
- Horizontal

Un-official communication (informal)

- Grapevine

5.4 LISTENING**Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the importance effective listening
- (b) identify the barriers to effective listening
- (c) apply the techniques of active listening.

SUB-TOPICS**5.4.1 Importance of effective listening****5.4.2 Barriers to effective listening**

- Environmental related factors
- Personality related factors
- Process related factors

5.4.3 Techniques of active listening**5.5 THE TELEPHONE AS A TOOL OF COMMUNICATION****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the importance of the telephone as a tool of communication
- (b) explain the effective use of telephone

SUB-TOPICS**5.5.1 Importance of the telephone as a tool of communication****5.5.2 Effective use of the telephone e.g.**

- Telephone etiquette
- Courtesy
- Language use
- Taking down telephone messages

5.6 USE OF CORRECT LANGUAGE FOR EFFECTIVE COMMUNICATION**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) construct sentences correctly
- (b) apply common business expressions in communication

SUB-TOPICS**5.6.1 Construction of sentences**

- Essentials of Grammar
- Punctuation
- Direct and Indirect Speech

5.6.2 Application of Common business expressions**5.7 LETTER WRITING AND MEMORANDUM****Specific Objectives**

By the end of the topic the officer should be able to:

- (a) explain the meaning and purpose of a business letter
- (b) explain the essential parts of a business letter
- (c) write an acceptable business letter
- (d) apply appropriate style of layout in letter display
- (e) explain the meaning and purpose of memorandum
- (f) describe the lay out of an internal memorandum
- (g) write an internal memorandum

SUB-TOPICS**5.7.1 Business letter**

- Meaning
- Purpose
- Essential parts of a business letter
- Language of business letters

5.7.2 Letter styles

- Blocked
- Semi - blocked
- Indented

5.7.3 Letter Writing**5.7.4 Memorandum**

- Meaning
- Purpose

5.7.5 Writing of an internal memorandum**5.8 REPORT WRITING****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the meaning and purpose of reports
- (b) explain the various types of reports
- (c) describe the format of a report
- (d) write an appropriate report

5.8.1 Meaning and Purpose of a report**5.8.2 Types of reports e.g.**

- Formal and informal reports
- Routine reports
- Special reports

5.8.3 Format of a report**5.8.4 Writing of a report****5.9 SUMMARY WRITING****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the meaning and importance of summary writing
- (b) describe the process of summary writing
- (c) describe the characteristics of a good summary

SUB - TOPICS**5.9.1 Summary writing**

- Meaning
- Importance of summarizing information

5.9.2 Process of summary writing**5.9.3 Characteristics of a good summary****5.10 MEETINGS****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the purpose of meetings
- (b) identify the various types of meetings
- (c) explain the procedure for conducting meetings
- (d) explain the role of various parties to a meeting
- (e) explain various terminologies commonly used in meetings

SUB-TOPICS**5.10.1 Purpose of meetings****5.10.2 Types of meetings**

- Formal
- Informal

5.10.3 Procedure for calling and conducting meetings

- Calling the meeting
- Pre-meeting arrangement/preparation
- Conduct of the meeting
- Follow-up of the meeting

5.10.4 Parties to a meeting

- The Chair
- The Secretary
- Members

5.10.5 Terminologies commonly used in meetings

5.11 FACE TO FACE COMMUNICATION WITH CLIENTS

Specific Objectives

By the end of this topic the officer should be able to:
explain the techniques of effective face to face communication with clients

SUB-TOPIC

5.11.1 Techniques of effective face to face communication

- Creating rapport
- Voice and body language
- Taking notes
- Asking questions (gathering information)
- Responding to questions
- Courtesy during the interview
- Closure

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6.0 ORGANISATION AND FUNCTIONS OF GOVERNMENT

6.0.1 Introduction

This course unit is intended to equip the clerical officer with the knowledge, skills and attitudes that will enable him/her carry out the functions of a clerical officer within the government structure effectively.

6.0.2 General Objectives

By the end of this course unit, the officer should be able to:

- (a) Understand the structure of the government
- (b) Understand the functions of various organs of the government
- (c) Understand the functions of a clerical officer in the provision of government Services

6.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPIC
6.1	Structure and Functions of Government	<ul style="list-style-type: none"> ▪ Meaning and functions of government ▪ Devolved system of government in Kenya ▪ Arms of government ▪ Composition and functions of the components of each arm of the government
6.2	Commissions and Independent Offices	<ul style="list-style-type: none"> ▪ Rationale for establishment of Commissions and Independent Offices. ▪ Commissions and Independent Offices
6.3	National Government	<ul style="list-style-type: none"> ▪ The structure of national government ▪ Structure of a state department ▪ Role of a principal secretary ▪ Role of the civil service ▪ Role of clerical officer in government service delivery
6.4	County Government	<ul style="list-style-type: none"> ▪ Rationale for the devolution of government ▪ Structure of a county government ▪ Composition and functions ▪ Categories of urban areas and cities ▪ Management structure of urban areas and cities
6.5	The Public Service	<ul style="list-style-type: none"> ▪ Definition of terms associated with public service ▪ Composition of the public service ▪ Values and principles of public service ▪ Roles of the Public Service Commission

		<p>and Teachers Service Commission</p> <ul style="list-style-type: none"> ▪ Human resource functions performed by the County government
6.6	State Corporations	<ul style="list-style-type: none"> ▪ Meaning and Importance of State Corporations ▪ Categories of various State Corporations ▪ Linkage between a State Corporation and it's state department

6.1 STRUCTURE AND FUNCTIONS OF GOVERNMENT

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Explain the concept of government.
- (b) Describe the devolved system of government in Kenya.
- (c) Describe the various arms of the government.
- (d) Describe the composition of each of the arms of government.
- (e) Explain the functions of the components of each arm of the government.

SUB-TOPICS

6.1.1 Concept of government

- Meaning
- Functions

6.1.2 Devolved system of government in Kenya

- National government
- County government
- Role of each level of government

6.1.3 Arms of government

- Executive
- Legislature
- Judiciary

6.1.4 Composition and functions of the components of each arm of the government

(i) National Executive

- The President
- The Deputy President

- The Cabinet
 - The President
 - The Deputy President
 - The Attorney General
 - The Cabinet Secretaries
 - Secretary to the cabinet

(ii) Legislature

Parliament

- National Assembly
- Senate

(iii) Judiciary

Superior courts

- Supreme court
- Court of appeal
- High court/special courts

Subordinate courts

- Magistrates courts
- Kadhis courts
- Courts martial
- Others courts/Local tribunal

6.2 COMMISSIONS AND INDEPENDENT OFFICES

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Explain the rationale for establishing Commissions and Independent Offices in Kenya.
- (b) Identify the various Commissions and Independent Offices.

SUB-TOPICS

6.2.1 Rationale for establishment of Commissions and Independent Offices.

6.2.2 Commissions and Independent Offices.

6.3 NATIONAL GOVERNMENT

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Describe the structure of national government
- (b) Describe the organizational structure of a state department.

- (c) Explain the role of a principal secretary in a state department.
- (d) Explain the role of the civil service.
- (e) Explain the role of a clerical officer in government service delivery.

SUB -TOPICS

6.3.1 The structure of national government

6.3.2. Structure of a state department

6.3.3 Role of a principal secretary

6.3.4 Role of the civil service

6.3.5 Role of a clerical officer in government service delivery

6.4 COUNTY GOVERNMENT

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Explain the rationale for devolution of government
- (b) Describe the structure of a county government.
- (c) Explain the composition and functions of the organs of a county government.
- (d) Identify categories of urban areas and cities.
- (e) Describe the management structure of urban areas and cities.

SUB -TOPICS

6.4.1 Rationale for devolution of government

6.4.2 Structure of a county government

- A County Assembly
- County Executive

6.4.3 Composition and functions

- County Assembly
- County Executive Committee

6.4.4 Categories of urban areas and cities

6.4.5 Management structure of urban areas and cities

6.5 THE PUBLIC SERVICE

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Define terms associated with public service
- (b) Describe the composition of the public service

- (c) Explain the values and principles of public service
- (d) Explain the role of the Public Service Commission and the Teachers Service Commission
- (e) Explain the human resource functions carried out by a county government

SUB-TOPICS

6.5.1 Definition of terms associated with public service

- Public officer
- State officer
- Public service
- State office
- Public office
- State organ

6.5.2 Composition of the public service

6.5.3 Values and principles of public service

6.5.4 Roles of the Public Service Commission and the Teachers Service Commission

6.5.5 Human resource functions carried out by a county government

6.6 STATE CORPORATIONS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Explain the meaning of the term state corporation.
- (b) Explain the importance of state corporations.
- (c) Identify the various state corporations according to categories.
- (d) Explain the linkage between a state corporation and its state department.

SUB-TOPICS

6.6.1 State Corporations

- Meaning
- Importance

6.6.2 Categories of various State Corporations

- Regulatory
- Research based
- Service based

6.6.3 Linkage between a State Corporation and its state department

- Finance
- Management

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Ethics: Government printer
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7.0 PUBLIC RELATIONS AND CUSTOMER CARE**7.0.1 Introduction**

This course unit is intended to equip the clerical officer with knowledge, skills and attitudes that will enable him/her to promote understanding and good relations between the government and its various stakeholders.

7.0.2 General Objectives

By the end of the course unit the officer should be able to:

- (a) recognize the importance of good public relations in government.
- (b) effectively interact with both internal and external publics and the public service body he/she is working in.
- (c) play his/her role in promoting a positive image of a government ministry/department.
- (d) handle government clients satisfactorily.

7.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPICS
7.1	Introduction to Public Relations	<ul style="list-style-type: none"> ▪ Meaning of Public Relations ▪ Types of publics in Government ministries/departments ▪ Importance of public relations
7.2	Public Relations practice	<ul style="list-style-type: none"> ▪ Attributes of a public relations personnel ▪ Public relations tools ▪ Public relations activities ▪ Communication between governments and its publics ▪ Corporate events in government ministries/departments.
7.3	Customer care	Meaning of:- <ul style="list-style-type: none"> ▪ customer ▪ customer care ▪ Types of customers ▪ Skills and techniques for quality customer care ▪ Indicators of quality customer satisfaction
7.4	Service delivery standards	<ul style="list-style-type: none"> ▪ Service Charter ▪ Ethical issues in customer care
7.5	Personal Grooming	<ul style="list-style-type: none"> ▪ Meaning of personal grooming ▪ Importance of personal grooming in public relations ▪ Ways of improving personal grooming

7.1 INTRODUCTION TO PUBLIC RELATIONS**Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the meaning of public relations
- (b) identify types of publics in government ministries/departments
- (c) explain the importance of public relations in the government

SUB-TOPICS**7.1.1 Meaning of the terms**

- Public relations
- Internal and external

7.1.2 Types of publics in government ministries/departments

- Internal
- external

7.1.3 Importance of public relations**7.2 PUBLIC RELATIONS PRACTICE****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the attributes that a clerk should have to carry out public relations activities effectively.
- (b) describe public relations tools
- (c) describe public relations activities
- (d) explain the importance of proper public relations communication between the government and its publics
- (e) identify corporate events in a government ministry/department

SUB-TOPICS**7.2.1 Attributes of a public relations personnel e.g.**

- Creative
- Diplomatic
- Excellent communicator
- Self-discipline
- Organized
- Pleasant personality
- Empathy

7.2.2 Public relations tools

- Media
- In house publications

7.2.3 Public relations activities e.g.

- Corporate communication
- Event management
- Media liaison and monitoring

- Crisis management

7.2.4 Communication between government and its publics

7.2.5 Corporate events in government ministry/department

- Exhibitions
- Conferences
- Seminars/Workshops
- Social responsibility events

7.3 CUSTOMER CARE

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the meaning of customers
- (b) identify types of customers
- (c) explain the meaning of customer care
- (d) describe the skills and techniques that are necessary for the provision of quality customer care
- (e) describe indicators of quality customer satisfaction

SUB-TOPICS

7.3.1 Meaning of customer

7.3.2 Types of customers

- Internal
- External

7.3.3 Meaning of customer care

7.3.4 Skills and techniques for quality customer care

- Interviewing skills
- Effective listening skills
- Problem solving technique
- Dealing with difficult customers
- Developing customer focused attitudes

7.3.5 Indicators of quality customer satisfaction

- Level of complaints
- Compliments
- Repeat visits

7.4 SERVICE DELIVERY STANDARDS

Specific Objectives

By the end of this topic the officer should be able to:

- (a) conform to the standards of established service charter in provision of service
- (b) adhere to ethical issues relating to customer care

SUB - TOPICS

7.4.1 Service charter

- Definition
- Provision
- Departmental/Section applications

7.4.2 Ethical issues in customer care

7.5 PERSONAL GROOMING

Specific Objectives

By the end of this topic the officer should be able to:

- a) explain the meaning and importance of personal grooming
- b) identify ways of improving personal grooming

SUB-TOPICS

7.5.1 Personal grooming

- Meaning
- Importance

7.5.2 Ways of improving personal grooming

- Personal hygiene
- Mode of behaviour
- Dressing code

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8.0 GOVERNANCE AND CIVIL SERVICE REGULATIONS**8.0.1 Introduction**

This course unit is intended to equip the clerical officer with the knowledge, skills and attitudes that will enable him/her to carry out his/her clerical duties in accordance with the expected standards of conduct and within the stipulated service regulations.

8.0.2 General Objectives

By the end of this course unit the officer should be able to:

- (a) understand the need for good governance and participate in its realization.
- (b) understand the provisions of the Constitution that impact on performance of his/her duties.
- (c) understand the various civil service regulations in force.
- (d) understand the use of regulations in clerical operations.
- (e) comply with the requirements of the regulations in discharging his/her duties.

8.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPICS
8.1	Constitutionalism and Governance	<ul style="list-style-type: none"> ▪ Meaning and purpose of Constitution ▪ Meaning and importance of constitutionalism ▪ Governance ▪ Meaning and importance of good governance ▪ Constitutionalism and good governance ▪ Principles of good governance
8.2	Human Rights	<ul style="list-style-type: none"> ▪ Meaning and importance of Human rights ▪ Aspects of the human rights that relate to public service in Kenya ▪ Kenya National Human Rights and Equality Commission
8.3	Ethics and Integrity	<ul style="list-style-type: none"> ▪ Definition of terms ▪ Ethical conduct in the public service ▪ Meaning and importance of nation values ▪ National values in the Constitution

8.4	Performance Management	<ul style="list-style-type: none"> ▪ Meaning and importance of performance management. ▪ Meaning and importance of performance evaluation ▪ Objectives of performance appraisal ▪ Performance appraisal process ▪ Values and competences
8.5	Introduction to Civil Service Regulations	<ul style="list-style-type: none"> ▪ Meaning of service regulations ▪ Purpose and classification of civil service regulations
8.6	Human Resource Management Regulations	<p>Sources of human resource regulations</p> <ul style="list-style-type: none"> ▪ Human resource functions ▪ Application of human resource regulations ▪ Institutions charged with human resource function in the civil service ▪ Role of each of the institutions
8.7	Supply Chain Management Regulations	<ul style="list-style-type: none"> ▪ Sources of regulations governing supply chain management ▪ Supply chain management functions ▪ Application of supply chain management regulations ▪ Institutions charged with supply chain management function ▪ Role of institutions charged with supply chain management function
8.8	Government Financial Management Regulations	<ul style="list-style-type: none"> ▪ Sources of regulations governing government financial management ▪ Government financial management functions ▪ Application of government financial management regulations ▪ Institutions charged with government financial management function ▪ Role of institutions charged with government financial management function
8.9	Records Management Regulations	<ul style="list-style-type: none"> ▪ Sources of regulations governing records management ▪ Records management functions ▪ Application of records management regulations ▪ Institutions charged with records management function ▪ Role of institutions charged with records management function

8.1 CONSTITUTIONALISM AND GOVERNANCE

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Explain the meaning and purpose of a constitution.
- (b) Explain the meaning and importance of constitutionalism.
- (c) Explain the concept of governance.
- (d) Explain the meaning and importance of good governance.
- (e) Explain the importance of constitutionalism for good governance.
- (f) Explain the principles of good governance.

SUB - TOPICS

8.1.1 Constitution

- Meaning
- Purpose

8.1.2 Constitutionalism

- Meaning
- Importance

8.1.3 Governance

8.1.4 Good governance

- Meaning
- Importance

8.1.5 Constitutionalism and good governance

8.1.6 Principles of good governance.

8.2 HUMAN RIGHTS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Explain the meaning of human rights.

- (b) Explain the importance of human rights in the country.
- (c) Describe aspects of the human rights that relate to public service in Kenya in accordance with the Constitution.
- (d) Explain the role of Kenya National Human Rights and Equality Commission.

SUB - TOPICS

8.2.1 Human rights.

- Meaning
- Importance

8.2.2 Aspects of the human rights that relate to public service in Kenya

- Equality and freedom from discrimination
- Freedom of conscience, religion, belief and opinion
- Freedom of expression
- Access to information
- Freedom of association
- Labour relations
- Fair administrative action
- Access to justice
- Fair hearing

8.2.3 Kenya National Human Rights and Equality Commission

8.3 ETHICS AND INTEGRITY

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Define common terms in relation to ethics.
- (b) Describe the manifestations of ethical conduct in the public service.
- (c) Explain the concept of national values.
- (d) Describe the national values as stated in the Constitution.

SUB - TOPICS**8.3.1 Definition of terms**

- Integrity
- Ethics
- Corruption
- Values

8.3.2 Ethical conduct in the public service.**8.3.3 National values.**

- Meaning
- importance

8.3.4 National values in the Constitution.**8.4 PERFORMANCE MANAGEMENT****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) Explain the meaning of performance management.
- (b) Explain the importance of performance management in the public service.
- (c) Explain the concept of performance evaluation.
- (d) Explain the objectives of performance appraisal in the public service.
- (e) Describe the performance appraisal process in the public service.
- (f) Identify values and competences which are appraised in the public service.

SUB - TOPICS**8.4.1 Performance management.**

- Meaning
- Importance

8.4.2 Performance evaluation

- Meaning

- Importance

8.4.3 Objectives of performance appraisal

8.4.4 Performance appraisal process

- Individual work planning
- Target setting
- Performance reporting
- Performance evaluation
- Rewards and sanctions

8.4.5 Values and competences.

8.5 INTRODUCTION TO CIVIL SERVICE REGULATIONS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) explain the meaning of service regulations
- (b) explain the purpose of civil service regulations
- (c) classify types of civil service regulations

SUB – TOPICS

8.5.1 Meaning of service regulations

8.5.2 Civil service regulations

- Purpose
- Classification

8.6 HUMAN RESOURCE MANAGEMENT REGULATIONS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Identify the various sources of regulations governing human resource operations in public service.
- (b) Describe the regulations that govern various human resource functions.
- (c) Explain the application of the regulations in carrying out clerical functions.
- (d) Identify the institutions charged with the human resource function in the civil service

- (e) Explain the role of various institutions charged with human resource function in the civil service.

SUB - TOPICS

8.6.1 Sources of human resource regulations

8.6.2 Human resource functions

- Recruitment
- Promotion
- Terms and conditions of service
- Deployment
- Training and examinations
- Salaries, allowances and advances
- Transport
- Medical benefits
- Housing
- Terminal benefits
- Leave
- Discipline
- Occupational health and safety

8.6.3 Application of human resource regulations

8.6.4 Institutions charged with human resource function in the civil service

- Public Service Commission of Kenya
- Salaries and Remuneration Commission
- State departments/agencies responsible for human resource management
- Principal Secretaries/Authorized Officers

8.6.5 Role of each of the institutions

8.7 SUPPLY CHAIN MANAGEMENT REGULATIONS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Identify the various sources of regulations governing supply chain management in the public service.

- (b) Describe the regulations that govern various supply chain management functions.
- (c) Explain the application of the regulations in carrying out clerical functions.
- (d) Identify the institutions charged with the supply chain management function in the public service
- (e) Explain the role of various institutions charged with the supply chain management function in the public service.

SUB-TOPICS

8.7.1 Sources of regulations governing supply chain management

8.7.2 Supply chain management functions

- Procurement
- Inventory management
- Disposal of stores

8.7.3 Application of supply chain management regulations

8.7.4 Institutions charged with supply chain management function

8.7.5 Role of institutions charged with supply chain management function

8.8 GOVERNMENT FINANCIAL MANAGEMENT REGULATIONS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Identify the various sources of regulations governing government financial management.
- (b) Describe the regulations that govern various government financial management functions.
- (c) Explain the application of the regulations in carrying out clerical functions.
- (d) Identify the institutions charged with government financial management function.
- (e) Explain the role of various institutions charged with government financial management function.

SUB-TOPICS

8.8.1 Sources of regulations governing government financial management

8.8.2 Government financial management functions

- Revenue collection
- Imprest

- Expenditure
- Statutory deductions

8.8.3 Application of government financial management regulations

8.8.4 Institutions charged with government financial management function

8.8.5 Role of institutions charged with government financial management function

8.9 RECORDS MANAGEMENT REGULATIONS

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) Identify the various sources of regulations governing records management function in the public service.
- (b) Describe the regulations that govern various records management function in the public service.
- (c) Explain the application of the regulations in carrying out clerical functions.
- (d) Identify the institutions charged with records management function in the public service.
- (e) Explain the role of various institutions charged with records management function in the public service.

SUB-TOPICS

8.9.1 Sources of regulations governing records management

8.9.2 Records management functions

- Organization of records
- Storage, safety and security of records
- Records survey
- Records Appraisal
- Control of records
- Preservation and conservation of records
- Disposal of records

8.9.3 Application of records management regulations

8.9.4 Institutions charged with records management function

8.9.5 Role of institutions charged with records management function

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9.0 OFFICE PRACTICE**9.0.1 INTRODUCTION**

This course unit is intended to equip the clerical officer with knowledge, skills and attitudes that will enable him/her perform various office tasks in a public office.

9.0.2 General Objectives

By the end of this course unit, the officer should be able to:-

- (a) understand the role of an office as a center of operations in government service
- (b) acquire a working knowledge of the materials and equipments commonly used in government offices
- (c) develop personal qualities consistent with office etiquette
- (d) understand the health and safety requirements in an office.

COURSE UNIT SUMMARY

CODE	TOPIC	SUB - TOPICS
9.1	The Office	<ul style="list-style-type: none"> ▪ Meaning of an office ▪ Functions of an office
9.2	Office Accommodation	<ul style="list-style-type: none"> ▪ Types of office layout ▪ Office furniture and equipment ▪ Factors to consider in locating an office.
9.3	Office Staff and their functions	<ul style="list-style-type: none"> ▪ Office staff ▪ Qualities of an effective office worker ▪ Clerical functions in an office ▪ Clerical errors in an office ▪ Factors that affect productivity
9.4	Mail Handling	<ul style="list-style-type: none"> ▪ Process of handling incoming mail ▪ Process of handling outgoing mail ▪ Process of handling inter-departmental mail ▪ Electronic mail ▪ Mail room equipment
9.5	Filing	<ul style="list-style-type: none"> ▪ Meaning and purpose of filing ▪ Types of filing ▪ Essentials of a good filing system ▪ File classification ▪ Filing methods ▪ File indexing ▪ Filing facilities
9.6	Reprography	<ul style="list-style-type: none"> ▪ Definition of reprography ▪ Reproducing documents ▪ Choice of reprographic methods
9.7	Office forms	<ul style="list-style-type: none"> ▪ Types of office forms used in government ▪ Importance of office forms ▪ Filing office forms

CODE	TOPIC	SUB - TOPICS
		<ul style="list-style-type: none"> ▪ Essential features of office forms
9.8	Health and Safety	<ul style="list-style-type: none"> ▪ Health and safety hazards in the office environment ▪ Health and safety preventive measures ▪ Health and safety equipments and gadgets ▪ First aid skills
9.9	Ethics and Integrity in the office	<ul style="list-style-type: none"> ▪ Ethics and integrity in the workplace ▪ Need for accountability and transparency in the work place ▪ Values to be upheld by an office clerk. ▪ Fostering equal treatment in service provision

9.1 THE OFFICE

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the meaning of an office
- (b) describe the functions of an office

SUB-TOPICS

9.1.1 Meaning of an office

9.1.2 Functions of an office

9.2 OFFICE ACCOMMODATION

Specific Objectives

By the end of the topic, the officer should be able to:

- (a) describe the various types of office layout
- (b) describe the various types of office furniture and equipment
- (c) explain the factors to consider in locating an office

SUB-TOPICS

9.2.1 Types of office layout

9.2.2 Office furniture and equipment

9.2.3 Factors to consider in locating an office

9.3 OFFICE STAFF AND THEIR FUNCTIONS

Specific Objectives

By the end of the topic, the officer should be able to:

- (a) describe the various cadres of office staff
- (b) describe the qualities of an effective office worker
- (c) identify the clerical functions in an office
- (d) explain the ways of minimizing clerical errors in an office
- (e) explain the factors that affect productivity of the office staff

SUB-TOPICS**9.3.1 The Office Staff**

- Supervisors
- Secretarial staff
- Clerical staff
- Support staff
- Receptionists

9.3.2 Qualities of an effective office worker**9.3.3 Clerical functions in an office****9.3.4 Clerical errors in an office**

- Types of clerical errors
- Sources of clerical errors
- Ways of minimizing clerical errors

9.3.5 Factors that affect productivity e.g.

- Lack of tools and equipments
- Lack of knowledge and skills
- Low morale
- Job mismatch

9.4 MAIL HANDLING**Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the process of handling incoming and outgoing mail
- (b) explain the process of handling inter-departmental mail
- (c) explain the meaning of electronic mail in an office
- (d) describe the process of handling electronic mail in an office
- (e) describe the mailroom equipment

SUB-TOPICS**9.4.1 Process of handling incoming mail**

- Recording
- Date Stamping
- Sorting
- Distribution and control

9.4.2 Process of handling outgoing mail

- Recording
- Weighing and stamping, franking machine
- Dispatch and control

9.4.3 Process of handling inter-departmental mail

- Register
- Delivery book

9.4.4 Electronic Mail

- Meaning of electronic mail
- Process of handling electronic mail in an office

9.4.5 Mailroom equipment e.g.

- Letter opener
- Weighing scale
- Moistener
- Franking Machine
- Staple pin remover
- Date stamp

9.5 FILING**Specific Objectives**

By the end of this topic officer should be able to:

- (a) explain the meaning and purpose of filing
- (b) describe the types of filing systems
- (c) explain the essentials of a good filing system.
- (d) describe the various file classification methods
- (e) identify the methods of storing files
- (f) explain the importance of a file indexing
- (g) describe the various filing facilities

SUB-TOPICS**9.5.1 Filing**

- Meaning
- Purpose

9.5.2 Types of filing

- Centralized filing
- Decentralized filing

9.5.3 Essentials of a good filing system**9.5.4 File classification**

- Alphabetical
- Subject
- Geographical
- Numerical
- Chronological
- Alpha-numeric

9.5.5 Filing methods

- Vertical filing
- Horizontal
- Lateral filing

9.5.6 File indexing

- Importance

- Process

9.5.7 Filing facilities

- Filing Equipment
- Stationery
- Electronic media

9.6 REPROGRAPHY

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the meaning of reprography
- (b) describe the various methods of reproducing documents
- (c) explain the advantages and disadvantages of reprographic methods
- (d) explain the factors to consider in the choice of document reprographic methods.

SUB-TOPICS

9.6.1 Definition of reprography

9.6.2 Reproducing documents

Methods

- Photocopying
- Carbon copies
- Ink duplicating
- No Carbon Required (NCR)
- Photo-printer
- Fax
- Microfilming
- Advantages and disadvantages of reprographic methods

9.6.3 Choice of reprographic methods

9.7 OFFICE FORMS

Specific Objectives

By the end of the topic, the officer should be able to:

- (a) identify different types of office forms used in government offices
- (b) explain the importance of the different office forms used in government offices
- (c) explain procedures used in completing office forms
- (d) explain the essential features of office forms

SUB-TOPICS

9.7.1 Types of office forms used in government

9.7.2 Importance of office forms

9.7.3 Filling office forms

9.7.4 Essential features of office forms

9.8 HEALTH AND SAFETY

Specific Objectives

By the end of the topic, the officer should be able to:

- (a) identify different types of health and safety hazards in the office environment
- (b) explain health and safety preventive measures that should be established in an office
- (c) identify the health, safety equipments and gadgets and their location within an office
- (d) apply first aid skills in dealing with emergencies in the office

SUB-TOPICS

9.8.1 Health and safety hazards in the office environment.

9.8.2 Health and safety preventive measures

9.8.3 Health and safety equipments and gadgets

9.8.4 First aid skills

9.9 ETHICS AND INTEGRITY IN THE OFFICE

Specific Objectives

By the end of the topic, the officer should be able to:

- (a) explain the meaning and importance of ethics and integrity in the workplace
- (b) explain the need for accountability and transparency in the workplace
- (c) describe the values an office clerk should uphold in the work place
- (d) explain the ways of fostering equal treatment in providing service in the workplace

SUB-TOPICS

9.9.1 Ethics and Integrity in the workplace

- Meaning
- Importance

9.9.2 Need for accountability and transparency in the workplace

9.9.3 Values to be upheld by an office clerk

9.9.4 Fostering equal treatment in service provision e.g.

- Gender
- Physically challenged
- HIV/AIDS

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10.0 BUSINESS CALCULATIONS**10.0.1 Introduction**

This course unit is intended to equip the clerical officer with numeracy skills that will enable him or her perform calculations related to clerical services.

10.0.2 General Objectives

By the end of this course unit, the officer should be able to:

- (a) appreciate the importance of Business Calculations in performing clerical duties.
- (b) understand various mathematical and statistical concepts used in various calculations.
- (c) apply relevant formulae in making calculations related to government transactions

10.0.3 COURSE UNIT SUMMARY.

CODE	TOPIC	SUB-TOPICS
10.1	Addition, Subtraction, Multiplication and Division	<ul style="list-style-type: none"> ▪ Addition of numbers ▪ Subtraction of numbers ▪ Multiplication of numbers ▪ Division of numbers
10.2	Percentages	<ul style="list-style-type: none"> ▪ Meaning of percentage ▪ Conversions
10.3	Simple and compound interest	<ul style="list-style-type: none"> ▪ Concept of interest ▪ Differences between simple and compound interest ▪ Calculation of Simple interest ▪ Calculation of Compound interest
10.4	Calculation of discounts	<ul style="list-style-type: none"> ▪ Concept of discounts ▪ Differences between trade and cash discount ▪ Importance of the concept of trade and cash discount. ▪ Calculation of trade and cash discounts
10.5	Ratios	<ul style="list-style-type: none"> ▪ Concept of ratios ▪ Importance of ratios ▪ Calculation of ratios
10.6	Direct Proportions	<ul style="list-style-type: none"> ▪ Meaning of direct proportion ▪ Importance of direct proportion ▪ Calculation of direct proportion
10.7	Calculation of salaries and wages	<ul style="list-style-type: none"> ▪ Meaning of terms ▪ Deduction on salaries and wages ▪ Calculation of salaries and wages.
10.8	Conversion of currencies	<ul style="list-style-type: none"> ▪ Meaning of local and Foreign Currency ▪ Concept of exchange rate ▪ Currency conversion

10.9	Measurements	<ul style="list-style-type: none"> ▪ Meaning of terms ▪ Calculation of Area ▪ Calculation of Volume ▪ Calculation of weights
10.10	Data analysis and presentation	<ul style="list-style-type: none"> ▪ Meaning of data ▪ Sources of data ▪ Methods of collecting data ▪ Data classification ▪ Methods of data analysis ▪ Methods of data presentation

10.1 ADDITION, SUBTRACTION, MULTIPLICATION AND DIVISION

Specific Objective

By the end of this topic, the officer should be able to:

- (a) carry out mathematical operations involving addition, subtraction, multiplication and division.

SUB-TOPICS

10.1.1 Addition of numbers

10.1.2 Subtraction of numbers

10.1.3 Multiplication of numbers

10.1.4 Division of numbers

10.2 PERCENTAGES

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) define the concept of percentage
- (b) convert absolute numbers into percentages and percentages into absolute numbers

SUB-TOPICS**10.2.1 Meaning of percentage****10.2.2 Conversions**

- Absolute numbers to percentages
- Percentages to absolute numbers

10.3 SIMPLE AND COMPOUND INTEREST**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) define the concept interest
- (b) distinguish between simple interest and compound interest
- (c) calculate simple and compound interest

SUB-TOPICS**10.3.1 Concept of interest**

- Meaning
- Types

10.3.2 Differences between simple and compound interest**10.3.3 Calculation of Simple interest****10.3.4 Calculation of Compound interest****10.4 CALCULATION OF DISCOUNTS****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) Define the concept of discount
- (b) Distinguish between trade and cash discounts
- (c) Explain the importance of trade and cash discounts in processing business transactions.
- (d) Calculate trade and cash discounts

SUB-TOPICS**10.4.1 Concept of discounts**

- Meaning
- Types

10.4.2 Differences between trade and cash discount**10.4.3 Importance of the concept of trade and cash discount.****10.4.4 Calculation of trade and cash discounts**

10.5 RATIOS**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) define the concept of ratios
- (b) explain the importance of ratios
- (c) calculate ratios

SUB-TOPICS**10.5.1 Concept of ratios**

- Meaning

10.5.2 Importance of ratios**10.5.3 Calculation of ratios****10.6 DIRECT PROPORTION****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) explain the concept of direct proportion
- (b) explain the importance of direct proportion
- (c) calculate direct proportions

SUB-TOPICS**10.6.1 Meaning of direct proportion****10.6.2 Importance of direct proportion****10.6.3 Calculation of direct proportion****10.7 CALCULATION OF SALARIES AND WAGES****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) define terms commonly used in salaries and wages
- (b) identify types of deductions on salaries and wages
- (c) calculate gross, net salaries and wages

SUB-TOPICS**10.7.1 Meaning of the following terms**

- salaries
- gross salary
- Net salary
- Wages

10.7.2 Deductions on salaries and wages

- statutory deductions
- non-statutory deductions

10.7.3 Calculation of salaries and wages.**10.8 CONVERSION OF CURRENCIES****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) define local and foreign Currency
- (b) define the concept of exchange rate
- (c) convert one currency into another using a given exchange rate

SUB-TOPICS**10.8.1 Meaning of local and Foreign Currency****10.8.2 Concept of exchange rate****10.8.3 Currency Conversion**

- Local to foreign currency
- Foreign to local currency

10.9 MEASUREMENTS**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) explain the meaning of various measurement concepts
- (b) calculate the various types of measurements

SUB-TOPICS**10.9.1 Meaning of terms**

- Area
- Volume
- Weights

10.9.2 Calculation of Area

- Square
- Rectangle
- Circle
- Triangle

10.9.3 Calculation of Volume

- Cylindrical
- Cuboids

10.9.4 Calculation of weights**10.10 DATA ANALYSIS AND PRESENTATION****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) define data
- (b) identify sources of data
- (c) describe methods of collecting data
- (d) describe methods of classifying data
- (e) describe various methods of data analysis
- (f) describe various methods of data presentation

SUB-TOPICS**10.10.1 Meaning of data****10.10.2 Sources of data****10.10.3 Methods of collecting data****10.10.4 Data classification****10.10.5 Methods of data analysis e.g.**

- Mean
- Median
- Mode

10.10.6 Methods of data presentation e.g.

- Graphs
- Tables
- Charts

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11.0 ACCOUNTS**11.0.1 Introduction**

This course unit is intended to equip the clerical officer with knowledge, skills and attitudes that will enable him/her to perform clerical accounting functions in public service.

11.0.2 General Objectives

By the end of this course unit, the officer should be able to:

- (a) understand the importance of accounting knowledge in performing accounting clerical duties in the public service
- (b) understand the government accounting procedures.
- (c) apply accounting skills in keeping proper accounting records
- (d) uphold integrity and ethical values in the process of carrying out clerical functions in accounts section

11.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPICS
11.1	Book-Keeping and Books of original entry	<ul style="list-style-type: none"> ▪ Meaning of Book-Keeping ▪ Books of original entry ▪ Double entry concept in accounts ▪ Entries recorded in books of original entry
11.2	Accountable Documents	<ul style="list-style-type: none"> ▪ Types of Accountable documents ▪ Uses of each Accountable Documents ▪ Security required of each accountable document ▪ Disposal of Accountable documents
11.3	Government Financial Statistics standard codes	<ul style="list-style-type: none"> ▪ The meaning of Government Financial Statistics standard codes in Government Accounting ▪ Importance of Government Financial Statistics standard codes in Government Accounting ▪ Types of items and sub-items and their corresponding codes in Government Accounting ▪ Application of Government Financial Statistics standard codes in preparation of vouchers
11.4	Government Budget	<ul style="list-style-type: none"> ▪ Meaning of Budget ▪ Components of a Government Budget

11.5	Voucher preparation and processing	<ul style="list-style-type: none"> ▪ Types of payment vouchers ▪ Relevant supporting documents and certificates required in voucher preparation ▪ Voucher processing ▪ Standard procedures for processing vouchers.
11.6	Sources of Government Funds	<ul style="list-style-type: none"> ▪ Sources of Government Funds ▪ Classification of Government Funds ▪ Procedures for Revenue Collection ▪ Revenue Collection and records ▪ Security of Revenue movement
11.7	Control of government funds	<ul style="list-style-type: none"> ▪ Mechanisms to control government funds
11.8	Cash Book	<ul style="list-style-type: none"> ▪ Meaning of Cash Book ▪ Uses of Cash Book ▪ Cash Book Entries
11.9	Bank Reconciliation	<ul style="list-style-type: none"> ▪ Relationship between cash book and bank statement. ▪ Causes of difference between cash book and bank statement ▪ Preparation of Bank reconciliation statement
11.10	Ledger and Simple Final Accounts	<ul style="list-style-type: none"> ▪ Sorting out receipt and payment vouchers ▪ Batching and balancing of receipts and payment vouchers ▪ Production of ledger accounts ▪ Classification of receipt vouchers and payment vouchers ▪ Preparation of simple final accounts ▪ Filing of all vouchers
11.11	Suspense and imprest accounts	<ul style="list-style-type: none"> ▪ Meaning of suspense and imprest accounts ▪ Types of suspense items and imprest ▪ Processing of suspense and imprest vouchers ▪ Surrender of imprest and clearing of suspense accounts
11.12	Information Technology in Government Accounting	<ul style="list-style-type: none"> ▪ Integrated Financial Management Information System ▪ Government regulations and circulars ▪ Application of ICT in government accounts

11.1 BOOK-KEEPING AND BOOKS OF ORIGINAL ENTRY**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) define book-keeping in accounts
- (b) describe books of original entry
- (c) explain the concept of double entry
- (d) enter transaction in the books of original entry.

SUB TOPICS**11.1.1 Meaning of Book-Keeping****11.1.2 Books of original entry.**

- Sales day books
- Purchases day books
- Returns day books
- Cash Books

11.1.3 Double entry concept in accounts**11.1.4 Entries recorded in books of original entry****11.2 ACCOUNTABLE DOCUMENTS****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) identify Government accountable documents
- (b) explain the uses for each accountable document
- (c) explain the necessary security required for accountable documents
- (d) describe the procedure of disposal of accountable documents

SUB TOPICS**11.2.1 Types of accountable documents****11.2.2 Uses of each accountable document****11.2.3 Security required for each accountable document****11.2.4 Disposal of accountable documents****11.3 GOVERNMENT FINANCIAL STATISTICS STANDARD CODES****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) define Government Financial Statistics standard codes as a form of coding system
- (b) explain the importance of Government Financial Statistics standard codes.
- (c) identify items which are coded under government statistics standard codes

- (d) identify where each item of expense is classified according to Government Financial Statistics standard codes
- (e) use the Government Financial Statistics standard codes in preparation of Government accounting records

SUB-TOPICS

- 11.3.1 The meaning of Government Financial Statistics standard codes in Government Accounting**
- 11.3.2 Importance of Government Financial Statistics standard codes in Government Accounting**
- 11.3.3 Types of items and sub items and their corresponding codes in government accounting**
- 11.3.4 Application of Government Financial Statistics standard codes in preparation of vouchers.**

11.4 GOVERNMENT BUDGET

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the meaning of a budget
- (b) explain the components of a Government budget

SUB-TOPICS

- 11.4.1 Meaning of budget**
- 11.4.2 Components of a Government Budget**
 - Votes
 - Sub votes
 - Heads
 - Items
 - Sub-items

11.5 VOUCHER PREPARATION AND PROCESSING

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) identify different types of payment vouchers in government
- (b) collect relevant and accurate accounting data for voucher preparation
- (c) initiate and process relevant vouchers
- (d) describe the standard procedures of voucher processing

SUB-TOPICS

- 11.5.1** **Types of payment vouchers**
- 11.5.2** **Relevant supporting documents and certificates required in voucher preparation**
- 11.5.3** **Voucher processing**
- 11.5.4** **Standard procedures for processing vouchers**

11.6 **SOURCES OF GOVERNMENT FUNDS****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) identify sources of Government funds
- (b) classify sources of Government funds
- (c) describe the procedures for revenue collection
- (d) record the revenue collected in relevant records
- (e) explain security requirements of revenue movement

SUB-TOPICS

- 11.6.1** **Sources of Government funds**
 - 11.6.2** **Classification of Government funds**
 - Revenue
 - Appropriation in Aid (A.I.A)
 - Deposit funds
 - Donor funds
 - Loans and interest
 - Grants
 - 11.6.3** **Procedures for revenue collection**
 - 11.6.4** **Revenue collection and records**
 - 11.6.5** **Security of revenue movement**
- 11.7** **CONTROL OF GOVERNMENT FUNDS**
- Specific Objective**
- By the end of this topic, the officer should be able to:
- (a) describe the control mechanisms put in place to safeguard government funds

SUB-TOPICS**11.7.1 Control of government funds**

- Recommendation by AIE holder
- Verification
- Examination
- Authorization
- Audit
- Checks and Balances

11.8 CASH BOOK**Specific Objectives**

By the end of this topic, the Officer should be able to:

- (a) explain the meaning of a cash book
- (b) explain the uses of a cash book
- (c) make entries in a cash book

SUB-TOPICS**11.8.1 Meaning of Cash book****11.8.2 Uses of cash book****11.8.3 Cash book entries****11.9 BANK RECONCILIATION****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) explain the relationship between a cash book and a bank statement
- (b) explain the causes of differences between cashbook balance and bank statement
- (c) prepare bank reconciliation statement

SUB-TOPICS**11.9.1 Relationship between cash book and bank statements****11.9.2 Causes of differences between cash book and bank statements****11.9.3 Preparation of bank reconciliation statement****11.10 LEDGER AND SIMPLE FINAL ACCOUNTS****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) sort out receipt and payment vouchers according to Government Financial Statistics Standard Codes.
- (b) batch and balance the receipt vouchers and payment vouchers
- (c) key in the vouchers to produce ledger accounts

- (d) classify the paid vouchers according to Government Financial Statistics Standard Codes
- (e) prepare simple final accounts
- (f) file all vouchers according to Government Financial Statistics Standard Codes for future reference.

SUB-TOPICS

- 11.10.1 Sorting out receipt and payment vouchers**
- 11.10.2 Batching and balancing of receipts and payment vouchers**
- 11.10.3 Production of ledger accounts**
- 11.10.4 Classification of receipt vouchers and payment vouchers**
- 11.10.5 Preparation of simple final accounts**
- 11.10.6 Filing of all vouchers**

11.11 SUSPENSE AND IMPREST ACCOUNTS

Specific Objectives

By the end of this topic, the Officer should be able to:

- (a) describe suspense account and imprest accounts
- (b) identify suspense account items and types of imprest
- (c) make entries in suspense accounts and process the imprest entries
- (d) clear suspense and imprest accounts in books of accounts

SUB-TOPICS

- 11.11.1 Meaning of suspense and imprest accounts**
- 11.11.2 Types of suspense items and imprest**
- 11.11.3 Processing of suspense and imprest vouchers**
- 11.11.4 Surrender of imprest and clearing of suspense account**

11.12 INFORMATION TECHNOLOGY IN GOVERNMENT ACCOUNTING**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) explain the importance of Integrated Financial Management Information System (IFMIS) in Government
- (b) explain the regulations governing government accounting practice
- (c) use Information Communication Technology (ICT) in processing government accounting data

SUB-TOPICS**11.12.1 Integrated Financial Management Information System (IFMIS)**

- Meaning
- Importance

11.12.2 Government regulations and circulars e.g

- Government financial regulations and procedures
- Treasury circulars,
- Office of the President circulars
- Directorate of Personnel Management circulars

11.12.3 Application of Information Communication Technology (ICT) in government accounts

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- (c) Republic of Kenya, (2005), Government Financial Management Act : Government Printer
- (d) Republic of Kenya, (2006), Public procurement and disposable regulations : Government Printer
- (e) Republic of Kenya, Government Financial Statistics standard codes: Government Printer
- (f) Frank Wood, (1989), Principles of Accounts for East Africa: Acme press (k) Ltd

12.0 SUPPLY SERVICES**12.0.1 Introduction**

This course unit is intended to equip the clerical officer with the knowledge, skills and attitude necessary to perform the clerical functions in the supply services.

12.0.2 General objectives

By the end of this course unit, the officer should be able to:

- (a) appreciate the importance of efficient procurement of goods and services
- (b) perform the clerical functions in the process of procuring goods and services
- (c) undertake the process of receiving, storing, issuing and disposal of stores
- (d) uphold integrity and ethical values in the process of carrying out clerical functions in a supply process

12.0.3 COURSE SUMMARY

CODE	TOPIC	SUB - TOPICS
12.1	Introduction to supply services	<ul style="list-style-type: none"> ▪ Meaning of supplies ▪ Importance of supply function ▪ Components of supply services
12.2	Public procurement process	<ul style="list-style-type: none"> ▪ Meaning of procurement ▪ Procurement cycle ▪ Procurement methods ▪ Types of public procurement documents ▪ Preparation of procurement documents ▪ Ethical issues in the procurement process
12.3	Receipt of goods	<ul style="list-style-type: none"> ▪ Receiving of goods ▪ Verification of goods ▪ Rejection-report document ▪ Record receipt of goods
12.4	Issue of stores	<ul style="list-style-type: none"> ▪ Process of issuing stores
12.5	Control of stocks	<ul style="list-style-type: none"> ▪ Stock control ▪ Stock levels
12.6	Storage of goods	<ul style="list-style-type: none"> ▪ Importance of storage ▪ Storage methods ▪ Stores layout ▪ Types of storage equipment
12.7	Security and safety of stocks	<ul style="list-style-type: none"> ▪ Importance of security and safety of stocks ▪ Security measures ▪ Safety measures
12.8	Disposal of stores	<ul style="list-style-type: none"> ▪ Importance of proper

		disposal of stores <ul style="list-style-type: none"> ▪ Methods of proper disposal of stores ▪ Process of disposal of stores
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12.1 INTRODUCTION TO SUPPLY SERVICES

Specific Objectives

By the end of the topic the officer should be able to:

- (a) explain the meaning of supplies
- (b) describe the components of the supply services
- (c) explain the importance of supply function in the public service.

SUB TOPICS

12.1.1 Meaning of supplies

12.1.2 Importance of supply function

12.1.3 Components of supply services

12.2 PUBLIC PROCUREMENT PROCESS

Specific Objectives

By the end of the topic the officer should be able to:

- (a) explain the meaning of procurement
- (b) describe the procurement cycle
- (c) explain methods used in public procurement
- (d) describe procurement documents in the public sector
- (e) prepare procurement documents
- (f) explain the ethical issues which should be upheld in the procurement process

SUB TOPICS

12.2.1 Meaning of procurement

12.2.2 Procurement cycle

12.2.3 Procurement methods

- Cash
- Quotation
- Tender

12.2.4 Types of public procurement documents

- Request for quotation
- Procurement Requisition
- Local Purchase Orders (LPOs)/Local Service Order (LSOs)
- Order of Amendment form
- Tender Requests
- Register of sample

- Rejection – Report
- Goods received Note (GRN)

12.2.5 Preparation of procurement documents

12.2.6 Ethical issues in the procurement process

12.3 RECEIPT OF GOODS

Specific Objectives

By the end of the topic the Officer should be able to:

- (a) receive goods from suppliers
- (b) verify the goods
- (c) complete rejection – report document
- (d) record receipts

SUB TOPICS

12.3.1 Receiving of goods

12.3.2 Verification of goods

12.3.3 Rejection- Report Document

12.3.4 Record receipt of goods

12.4 ISSUE OF STORES

Specific Objective

By the end of the topic the officer should be able to:

- (a) describe the process of issuing stores

SUB TOPIC

12.4.1 Process of issuing stores

- Authorization
- Recording
- Issuing

12.5 CONTROL OF STOCKS

Specific Objectives

By the end of the topic the Officer should be able to:

- (a) explain the meaning and importance of stock control
- (b) identify the various stock levels

SUB TOPICS**12.5.1 Stock control**

- meaning
- importance

12.5.2 Stock levels

- Maximum
- Re-order
- Average
- Minimum

12.6 STORAGE OF GOODS**Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the importance of proper storage of goods
- (b) explain the methods of storage of goods
- (c) describe the layout of a store
- (d) state the various types of storage equipment

SUB TOPICS**12.6.1 Importance of storage****12.6.2 Storage methods****12.6.3 Stores layout****12.6.4 Types of storage equipment****12.7 SECURITY AND SAFETY OF STOCKS****Specific Objectives**

By the end of the topic the officer should be able to:

- (a) explain the importance of security and safety of goods
- (b) explain the security measures in a store
- (c) explain the safety measures in a store

SUB TOPICS**12.7.1 Importance of security and safety of stocks****12.7.2 Security measures**

- Physical measures
- Equipment/mechanical
- Personnel

12.7.3 Safety measures

- Handling of goods
- Storage of goods
- Packaging

- Personnel

12.8 DISPOSAL OF STORES

Specific Objectives

By the end of the topic the officer should be able to:

- (a) explain the importance of proper disposal of stores
- (b) explain the methods of proper disposal of stores
- (c) describe the process of disposal of stores

SUB TOPICS

12.8.1 Importance of proper disposal of stores

12.8.2 Methods of proper disposal of stores

12.8.3 Process of disposal of stores

- Procedure
- Documents

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3. Kenneth Lyons, (2000), Purchasing and Supply chain management, 5th Edition: Prentice Hall
4. Republic of Kenya, The Public Procurement and Disposal Act, 2005: Government Printer
5. Republic of Kenya, Public Procurement Regulations 2006: Government Printer

13.0 HUMAN RESOURCE SERVICES**13.0.1 Introduction**

This course unit is intended to equip the clerical officer with knowledge, skills and attitudes that will enable him/her carry out clerical tasks in human resource services in the public service.

13.0.2 General Objectives

By the end of this course unit, the officer should be able to:

- (a) appreciate the role of the human resource function in the public service
- (b) understand the operations of clerical officers in the human resource department in a government ministry/department
- (c) carry out human resource clerical duties in the public service.
- (d) display integrity in carrying out human resource related clerical functions

13.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPICS
13.1	Introduction to the human resource function	<ul style="list-style-type: none"> ▪ Meaning of the human resource function ▪ Role of human resource management function ▪ Clerical duties in the human resource function
13.2	Appointment and Promotion in the public service	<ul style="list-style-type: none"> ▪ Definition of Terms ▪ Steps in making appointment and promotion ▪ Role of the clerk in appointments and promotions ▪ Types of appointments ▪ Authorities empowered to make appointments ▪ Documents used in effecting appointment and promotion ▪ Secondment and transfer of service
13.3	Salary and Benefits	<ul style="list-style-type: none"> ▪ Salary and benefits payable to public servants ▪ Conditions under which salary and benefits are paid ▪ Processing of salary and benefits
13.4	Disciplinary Procedure	<ul style="list-style-type: none"> ▪ Meaning of terms relating to disciplinary process ▪ The disciplinary process ▪ Offences warranting disciplinary action ▪ Types of punishments

13.5	Staff Training and Development	<ul style="list-style-type: none"> ▪ Definition of terms ▪ Composition and role of MTC ▪ Benefits of training ▪ Various types of training programmes
13.6	Staff Welfare	<ul style="list-style-type: none"> ▪ Welfare programmes in the public service ▪ Compensation ▪ Role of the clerk in processing deductions
13.7	Forms of Exit	<ul style="list-style-type: none"> ▪ Forms of exits ▪ Role of clerk in processing exit documents
13.8	Human resource data management	<ul style="list-style-type: none"> ▪ Records maintained by the human resource department ▪ Creation of personnel records ▪ Prepare personal data for IPPD system ▪ Records required on exit from the service

13.1 INTRODUCTION TO HUMAN RESOURCE FUNCTION

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) explain the meaning of human resource function
- (b) explain the role of the human resource function in the civil service
- (c) describe the clerical duties in human resource function

SUB-TOPICS

13.1.1 Meaning of human resource function

13.1.2 The role of the human resource management function

13.1.3 Clerical duties in the human resource function

13.2 APPOINTMENT AND PROMOTION IN THE PUBLIC SERVICE

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) define the meaning of the terms appointment and promotion
- (b) describe the stages involved in making appointments and promotions in the public service
- (c) explain the role of a clerk in the process of appointment and promotion
- (d) explain various types of appointments in the Public Service
- (e) identify authorities empowered to make appointments
- (f) identify the documents used in processing appointments and promotions
- (g) explain the procedure of secondment and transfer of service to other organizations

SUB-TOPICS**13.2.1 Definition of terms**

- Appointment
- Promotion

13.2.2 Steps in making appointments and promotions

- Confirmation of existence of a vacancy
- Declaration of vacancy
- Preparation of indents
- Advertising of post
- Interviewing
- Filling of the post
- Communication of the information to the officer
- Processing of the appointment

13.2.3 Role of the clerk in appointment and promotions**13.2.4 Types of appointments**

- Temporary appointment
- Permanent and pensionable
- Permanent without pension
- Local agreement (contract)
- Casual/hourly and daily paid

13.2.5 Authorities empowered to make appointments e.g.

- President
- Public Service Commission of Kenya PSC(K)
- Authorized Officers

13.2.6 Documents used in effecting appointment and promotion e.g.

- PSC2/PSC(2A) forms
- GP 24/24A (Revised) forms
- Confirmation in appointment letter
- Pay change advice (PCA)
- Promotion letter
- GP 69

13.2.7 Secondment and transfer of service

- Procedure
- Circumstances

13.3 SALARY AND BENEFITS**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) identify various types of salary and benefits payable to public servants
- (b) explain the conditions under which salary and benefits are paid
- (c) process the salary payable to the public servants
- (d) explain the benefits that do not attract any payment

SUB-TOPICS**13.3.1 Salary and benefits payable to public servants e.g.**

- Salaries
- Allowances
- Advances
- Leave
- Transport
- Housing
- Medical

13.3.2 Conditions under which salary and benefits are paid**13.3.3 Benefits that do not attract any payment e.g.**

- Leave
- Transport
- Housing
- Medical

13.3.4 Processing of salary and benefits e.g.

- Receive application and recommendation
- Get approval from the relevant authority
- Assessment of benefits
- Issue of pay change advice (PCA)
- Registration in compliment control
- Preparation of voucher
- Voucher registered and passed to Accounts for payments

13.4 DISCIPLINARY PROCEDURES**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) explain the meaning of various terms relating to disciplinary procedure
- (b) describe the steps to be followed in the disciplinary process
- (c) explain the various offences warranting disciplinary action
- (d) explain the various types of punishments

SUB-TOPICS**13.4.1 Meaning of terms relating to disciplinary process**

- Interdiction
- Suspension
- Dismissal
- Termination

13.4.2 The Disciplinary process

- Receipt of report of misconduct
- Issue show cause letter
- Receipt of response
- Prepare brief for Ministerial Human Resource Management Advisory Committee (MHRMAC)

- Convey decision of MHRMAC or forward case to Public Service Commission of Kenya
- Receipt decision of Public Service commission
- Convey decision of PSC(K) to officer
- Advice on appeal

13.4.3 Offences warranting disciplinary action e.g.

- Gross misconduct
- Absence from duty
- Insubordination
- Loss of public funds
- Desertion of duty
- Criminal conviction

13.4.4 Types of punishments e.g.

- Dismissal
- Reduction in rank
- Surcharge
- Retirement in public interest
- Deferment of annual increment

13.5 STAFF TRAINING AND DEVELOPMENT

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) explain the meaning of training and development
- (b) explain the composition and role of the ministerial training committee (MTC)
- (c) explain the benefits of training and development to an individual and the organization
- (d) describe the various types of training programmes available in the public service

SUB-TOPICS

13.5.1 Definition of the terms:

- Training
- Development

13.5.2 Ministerial Training Committee (MTC)

- Composition
- Role

13.5.3 Benefits of Training to:

- The individual
- The Organization

13.5.4 Various types of training programmes e.g.

- Induction
- Short courses
- On –the- job training
- Long courses

- Seminars
- Workshops
- Apprenticeship
- Study tours
- Conferences

13.6 STAFF WELFARE

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) describe the social welfare programmes/schemes in the public service
- (b) identify the compensation schemes available to public servants
- (c) explain the role of the clerk in processing of deductions for welfare programme

SUB-TOPICS

13.6.1 Welfare programmes in the public service e.g.

- Savings and Credit Co-operative Societies (SACCOs)
- Welfare Associations/Clubs
- Kenya Union of Civil Servants
- Guidance and Counseling and HIV/AIDS Sensitization/Advocacy programmes

13.6.2 Compensation e.g.

- Work Injury Benefits
- Group personal accident
- National Hospital Insurance Fund (NHIF)

13.6.3 Role of clerk in processing deductions

13.7 FORMS OF EXIT

Specific Objectives

By the end of this topic, the officer should be able to:

- (a) explain the various forms of exit from the public service
- (b) explain the role of the clerk in processing exit documents

SUB-TOPICS

13.7.1 Forms of exit

- Retirements
 - Retirement on attainment of mandatory retirement age
 - Voluntary retirement
 - Retirement on medical grounds
 - Retirement on abolition of office/reorganizing of office
 - Retirement in public interest
- Resignation
- Dismissal
- Termination in accordance with letter of appointment
- Deaths

13.7.2 Role of clerk in processing exit documents**13.8 MANAGING HUMAN RESOURCE DATA****Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) identify the types of records maintained by the human resource department
- (b) create human resource records for personnel
- (c) prepare personal data for Integrated Personnel Payroll Data (IPPD) system
- (d) identify personnel records that are required on exit from the service

SUB-TOPICS**13.8.1 Records maintained by the human resource department e.g.**

- Application form for employment
- Medical examination form
- Certified copies of certificates and testimonials
- Official Secrets Act on joining the Civil Service
- Copy of Identity Card
- Copy of birth certificate
- Next of kin form (GP 25)

13.8.2 Creation of personnel records e.g.

- Open personal file
- Updating

13.8.3 Prepare personal data for IPPD system

- National Hospital Insurance Fund (N.H.I.F.) card
- National Social Security Fund (N.S.S.F.) card
- Personal Identification Number (PIN) card

13.8.4 Records required on exit from the service

- Clearance of government liability certificate
- Kenya Revenue Authority clearance certificate
- Commutation of pension form
- Official Secrets Act (on leaving service)
- Last pay slip
- NSSF remittance form
- Copy of National Identification Card
- PIN card
- Letter of confirmation

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14.0 RECORDS MANAGEMENT**14.0.1 Introduction**

This course unit is intended to equip the clerical officer with knowledge, skills and attitudes to enable him/her perform clerical duties government registries.

14.0.2 General Objectives

By the end of this course unit the officer should be able to:

- (a) understand the general concepts of Records Management
- (b) appreciate the importance of good organization of records
- (c) understand the significance of effective control of records
- (d) acquire basic skills in managing public sector records

14.0.3 COURSE UNIT SUMMARY

CODE	TOPIC	SUB-TOPICS
14.1	Introduction to Records Management	<ul style="list-style-type: none"> ▪ Meaning of terms ▪ Importance of proper record keeping practices ▪ Types/formats of records ▪ Life cycle of a record
14.2	Registry Duties	<ul style="list-style-type: none"> ▪ Role of the registry ▪ Registry systems ▪ Registry duties
14.3	Organization of Records	<ul style="list-style-type: none"> ▪ Registration of records ▪ Organization of records
14.4	Control of Records	<ul style="list-style-type: none"> ▪ Retrieval and distribution procedures ▪ Methods of controlling the movement of records ▪ Methods of monitoring the movement of records
14.5	Storage and security of Records	<ul style="list-style-type: none"> ▪ Importance of proper storage of records ▪ Types of storage equipment ▪ Security grading/security classification of records
14.6	Preservation and Conservation of Records	<ul style="list-style-type: none"> ▪ Definition of terms ▪ Agents of destruction ▪ Care for records ▪ Repairing of records ▪ Reprographic services on records
14.7	Records Survey	<ul style="list-style-type: none"> ▪ Importance of records survey ▪ Methods of records survey
14.8	Records Appraisal	<ul style="list-style-type: none"> ▪ Reasons for records appraisal ▪ Criteria for selecting records ▪ Records appraisal tools
14.9	Records Disposal	<ul style="list-style-type: none"> ▪ Importance of proper records disposal ▪ Legal disposal instruments ▪ Records disposal procedures ▪ Methods of records disposal
14.10	Health, safety and disaster preparedness	<ul style="list-style-type: none"> ▪ Types of disasters ▪ Causes of disasters ▪ Safety measures ▪ Healthy environment in the work place ▪ Disaster preparedness, response and recovery
14.11	Information Technology	<ul style="list-style-type: none"> ▪ Importance of automation ▪ Document imaging

14.1 INTRODUCTION TO RECORDS MANAGEMENT

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain different terminologies used in records management
- (b) explain the importance of good records keeping practices in the public service
- (c) explain different types/formats of records in the public service.
- (d) describe the life cycle of a record.

SUB-TOPICS

14.1.1 Meaning of terms:

- Records Management
- Record
- File
- Document
- Registry

14.1.2 Importance of proper record keeping practices

14.1.3 Types/formats of records:

- print and non-print

14.1.4 Life cycle of a record:

- Current
- Semi-current
- non current (dormant) stages

14.2 REGISTRY DUTIES

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the role of the registry in an organization
- (b) describe types of registry systems.
- (c) explain essential registry duties.

SUB-TOPICS

14.2.1 Role of the registry

14.2.2 Registry systems.

- Centralized system
- Decentralized system

14.2.3 Registry duties

14.3 ORGANISATION OF RECORDS

Specific Objectives

By the end of this topic the officer should be able to:

- (a) receive and register records
- (b) organize records

SUB-TOPICS

14.3.1 Registration of records

14.3.2 Organization of records

- Sorting records
- Classification of records
- Filing of records

14.4 CONTROL OF RECORDS

Specific Objectives

By the end of this topic the officer should be able to:

- (a) retrieve records
- (b) distribute records for use
- (c) control the movement of records
- (d) monitor the movement of records

SUB-TOPICS

14.4.1 Retrieval and distribution procedures

- Finding aids
- Completion of requisition forms
- Retrieval of records
- Distribution of records

14.4.2 Methods of monitoring the movement of records

- File movement card
- File movement register
- File movement grid
- File movement sensors

14.5 STORAGE AND SECURITY OF RECORDS

Specific Objectives

By the end of this topic the officer should be able to:

- (a) explain the importance of proper storage of records.
- (b) explain different types of records storage equipment
- (c) describe security grading/security classification of records

SUB-TOPICS**14.5.1 Importance of proper storage of records****14.5.2 Types of storage equipment**

- Manual
- Mechanized

14.5.3 Security grading/security classification of records**14.6 PRESERVATION AND CONSERVATION OF RECORDS****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the meaning of preservation and conservation of records
- (b) identify the agents of destruction/enemies of records
- (c) describe methods of caring for records
- (d) repair records
- (e) reproduce copies

SUB-TOPICS**14.6.1 Meaning of**

- Preservation
- Conservation

14.6.2 Agents of destruction**14.6.3 Care for records**

- House-keeping practices

14.6.4 Repairing of records**14.6.5 Reprographic services on records****14.7 RECORDS SURVEY****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the importance of records survey
- (b) explain methods of record survey

SUB-TOPICS**14.7.1 Importance of records survey****14.7.2 Methods of records survey**

14.8 RECORDS APPRAISAL**Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the reasons for records appraisal
- (b) explain the criteria for selecting records to be retained or disposed of.
- (c) apply records appraisal tools.

SUB-TOPICS**14.8.1 Reasons for records appraisal****14.8.2 Criteria for selecting records****14.8.3 Records appraisal tools**

- Retention schedule list
- Disposal schedule list

14.9 RECORDS DISPOSAL**Specific Objectives**

By the end of this topic, the officer should be able to:

- (a) explain the importance of proper records disposal
- (b) explain the various legislations governing disposal of records
- (c) describe records disposal procedures
- (d) explain different methods of records disposal

SUB-TOPICS**14.9.1 Importance of records disposal****14.9.2 Legal disposal instruments**

- Public Archives and Documentation Service Act, Cap 19,
- Records Disposal Act, Cap 14
- Government circulars related to records disposal.

14.9.3 Records disposal procedures**14.9.4 Methods of records disposal****14.10 HEALTH, SAFETY AND DISASTER PREPAREDNESS****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) identify the types of disasters that can occur in a registry
- (b) explain the causes of disaster in the registry
- (c) explain safety measures to avert disasters in the registry
- (d) explain the importance of healthy environment in the work place
- (e) explain the importance of disaster preparedness, response and recovery

SUB – TOPIC**14.10.1 Types of disasters e.g.**

- Fire
- Floods

14.10.2 Causes of disasters e.g.

- Lightning
- Bomb blast
- Leakages from taps, damaged roofs, water pipes
- Smoking
- Electric faults

14.10.3 Safety measures e.g.

- Use of fire detectors
- Turning off water taps
- Observation of safety regulations
- Banning smoking in the registry
- Repair of damaged roofs, pipes, etc

14.10.4 Healthy environment in the work place**14.10.5 Disaster preparedness, response and recovery****14.11 INFORMATION TECHNOLOGY IN RECORDS MANAGEMENT****Specific Objectives**

By the end of this topic the officer should be able to:

- (a) explain the importance of automation in records management
- (b) carry out document imaging

SUB-TOPICS**14.11.1 Importance of automation****14.11.2 Document Imaging**

- Microforms
- Computerization

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