UNIVERSITY OF SOUTHERN MINDANAO

COLLEGE OF BUSINESS, DEVELOPMENT ECONOMICS AND MANAGEMENT

ACCOUNTANCY DEPARTMENT

BACHELOR OF SCIENCE IN MANAGEMENT ACCOUNTING



AACCUP LEVEL 1 ACCREDITATION

AREA X
ADMINISTRATION

S.1. The institution has an approved performance evaluation system for administrative personnel which includes the following items:

S.1.6. interpersonal relations.

Competency:	INTERPERSONAL COMMUNICATIONS			
Description:	*Effectively delivers messages that simply focus on facts or information; receives and conveys ideas, instructions,, information by using appropriate language, method and manner to ensure the audience understands the message and takes necessary action. Makes clear and convincing oral presentations to individual or groups, listens effectively and clarifies information as needed..*			
Criteria	Profeciency Level			
	Basic	Intermediate	Advanced	Superior
	1.1 Speaks clearly and courteously when communicating messages with the use of simple/basic terms or words	2.1 Explains clearly issues, policies and procedures and other pertinent information to clients and co-workers when asked for clarifiation	3.1 Frequently updates superior verbally of current workload and priorities	4.1 Informs superiors when concerns are brought to higher authorities
	1.2 Emails and uses other communication facilities such as telefax, cellular phone and social media to convey and receive simple messages	2.2 Listens attentively to ideas and concerns of co-employees	3.2 Keeps superior informed about progress and problems to avoid surprises	4.2 Informs regularly superior of workload and priorities and documents in a concise and timely report
	1.3 Provides simple explanation on basic policies and procedures inquired by co-workers and other units, with guidance from immediate supervisor	2.3 Follows-up on emails, text messages and telefax communication sent to internal and external clients and uses existing templates to write letters and memos	3.3 Quickly understands ideas and concerns of co-employees and uses effective verbal and non-verbal communication to respond to their needs and concerns	4.3 Accurately interprets written orders and memos from higher authorities within the Agency, and keeps confiential classifid info and shares non-confiential data to subordinates/peers
	1.4 Uses existing communication materials or templates to produce own written work	2.4 Drafts simple communication such as transmittal letters, memos and advisories with minor revisions	3.4 Expresses ideas clearly and concisely in writing where written communication outputs are used immediately in the organisation without the need for revisions	4.4 Writes to and interacts with peers, superiors and higher offiials and authorities to communicate important updates and messages affecting the agency
		2.5 Uses computer and other forms of technology to send information and reports	3.5 Demonstrates correct use of grammar, spelling and punctuation in all documents produced	4.5 Writes letters and other communication that suits the writing style and other requirements of the superior and
		2.6 Prepares simple communication and consolidates reports applying basic grammar, spelling and syntax	3.6 Maintains composure and speaks politely to demanding and hostile coworkers	4.6 Responds calmly and provides options to keep diffiult situation under control
			3.7 Consistently demonstrates correct use of grammar, spelling and syntax in all written communication and reports	4.7 Provides accurate and complete explanation to assist others in comprehending oral and written information

SUCCESS INDICATOR	#	★	QUALITY	EFFICIE
100% attendance to weekly college/unit convocations, flag raising and retreat & activities	SUP-I12-005	5	100% attendance	
		4	90% attendance	
		3	80% attendance	
		2	70% attendance	
		1	below 7% attendance	

SUCCESS INDICATOR	#	★	QUALITY
Membership to at least 1 professional organization	SUP-P34-012	5	membership to more than 1 professional organization
		4	membership to 1 professional organization
		3	membership to 1 local association
		2	
		1	no membership at all