****

**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**CLEARING AND FORWARDING MANAGEMENT**

**LEVEL 6**

****

**TVET CDACC**

**P.O. BOX 15745-00100**

**NAIROBI**

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# FOREWORD

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted to the formulation of the Policy Framework for Reforming Education and Training. A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the logistics sector.

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) in conjunction with Logistics Sector Skills Advisory Committee (SSAC) have developed this curriculum.

 This curriculum has been developed following the CBET framework policy; the CBETA Standards and guidelines provided by the TVET Authority and the Kenya National Qualification framework designed by the Kenya National Qualification Authority.

This curriculum is designed and organized with an outline of learning outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The curriculum is competency-based and allows multiple entry and exit to the course.

 I am grateful to the Council members, Council Secretariat, Logistics SSAC, expert workers and all those who participated in the development of this curriculum.

**Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. EngTech.**

**CHAIRMAN, TVET CDACC**

# ACKNOWLEDGEMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from various organizations.

I recognize with appreciation the role of Logistics Sector Skills Advisory Committee (SSAC) members for their contribution to the development of this curriculum.

I also thank all stakeholders in the Logistic sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that workers in Logistic Sector acquire competencies that will enable them to perform their work more efficiently.

**Dr. LAWRENCE GUANTAI M’ITONGA, PhD**

**COUNCIL SECRETARY/CEO**

**TVET CDACC**

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# ACRONYMS

CBET Competency Based Education and Training

CDACC Curriculum Development Assessment and Certification Council

CU Curriculum

CF Clearing and Forwarding

OSHA Occupation Safety and Health Act

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

LOG Logistics

BC Basic Competency

CC Common Competency

CR Core Competency

 A Version control

OS Occupational Standards

TVET Technical and Vocational Education and Training

# KEY TO UNIT CODE

 LOG /CU/CF/BC/01/6/A

Industry or sector

Curriculum

Occupational area

Type of competency

Competency number

Competency level

Version control

# COURSE OVERVIEW

This course is designed to equip a Clearing and Forwarding manager with the competencies required to perform various duties. it entails Overseeing import cargo processing, overseeing export cargo processing, performing warehousing operations, overseeing distribution of goods, planning and manage organizational security procedures, providing customer services and overseeing transport fleet management.

The course consists of basic and core units of learning as indicated below:

**BASIC UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/CF/BC/01/6/A | Communication Skills | 40 | 4 |
| LOG/CU/CF/BC/02/6/A | Numeracy Skills | 60 | 6 |
| LOG/CU/CF/BC/03/6/A | Digital Literacy | 60 | 6 |
| LOG/CU/CF/BC/04/6/A | Entrepreneurship Education  | 100 | 10 |
| LOG/CU/CF/BC/05/6/A | Employability Skills | 80 | 8 |
| LOG/CU/CF/BC/06/6/A | Environmental literacy | 40 | 4 |
| LOG/CU/CF/BC/07/6/A | Occupational Safety and Health Practices | 40 | 4 |
| **TOTAL NUMBER OF HOURS** | **420** | **42** |

**CORE UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/CF/CR/01/6/A | Import cargo processing  | 200 | 25 |
| LOG/CU/CF/CR/02/6/A | Export cargo processing  | 250 | 25 |
| LOG/CU/CF/CR/03/6/A | Warehousing operations | 200 | 30 |
| LOG/CU/CF/CR/04/6/A | Distribution of goods | 300 | 30 |
| LOG/CU/CF/CR/05/6/A | Planning and management of security procedures | 200 | 20 |
| LOG/CU/CF/CR/06/6/A | Customer services  | 160 | 16 |
| LOG/CU/CF/CR/07/6/A | Transport fleet management | 200 | 20 |
|  | Industrial Attachment | 480 | 48 |
| **Total** | **1990** | **199** |
| **Grand Total** | **2410** | **241** |

The core units of learning are independent of each other and may be taken independently.

The total duration of the course is 22410 hours: 1990 hours (6 semesters of 16 weeks each totalling 50 weeks at 30 hours per week) plus 480 hours (12 weeks by 5 days per week by 8 hours per day) of field attachment.

**Entry Requirements**

An individual entering this course should have any of the following minimum requirements:

1. Attained KCSE with a mean grade of C- (minus)

**Or**

1. Clearing and Forwarding National Certificate Qualification Level 5

**Or**

1. Equivalent qualifications as determined by Kenya National Qualifications Authority (KNQA)

**Industrial attachment**

An individual enrolled in this course will be required to undergo an industrial attachment in a logistic firm for a period of at least 480 hours. Attachment will be undertaken upon completion of the course or the unit of learning.

**Assessment**

Assessment is the process of gathering and judging evidence in order to decide whether a person has attained a standard of performance. The course will be assessed at two levels:

* Internal assessment is continuous and is conducted by the trainer who is monitored by an internal accredited verifier
* External assessment is the responsibility of TVET CDACC

**Certification**

A candidate will be issued with a National Certificate of competency on demonstration of competence in a unit of learning. To attain the National Qualification of Clearing andForwardingManagement Level 6, the candidate must demonstrate competence in all the units of competency as given in qualification pack. These certificates will be issued by TVET CDACC in conjunction with training provider

# BASIC UNITS OF LEARNING

# COMMUNICATION SKILLS

**UNIT CODE:** LOG/CU/CF/BC/01/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Communication Skills

**Duration of Unit:** 40 hours

**Unit Description**

This unit covers the competencies required to demonstrate communication skills. It involves, meeting communication needs of clients and colleagues; developing communication strategies, establishing and maintaining communication pathways, conducting interviews, facilitating group discussion and representing the organization.

**Summary of Learning Outcomes**

1. Meet communication needs of clients and colleagues
2. Develop communication strategies
3. Establish and maintain communication pathways
4. Promote use of communication strategies
5. Conduct interview
6. Facilitate group discussion
7. Represent the organization

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Meet communication needs of clients and colleagues
 | * Communication process
* Modes of communication
* Medium of communication
* Effective communication
* Barriers to communication
* Flow of communication
* Sources of information
* Organizational policies
* Organization requirements for written and electronic communication methods
* Report writing
* Effective questioning techniques (clarifying and probing)
* Workplace etiquette
* Ethical work practices in handling communication
* Active listening
* Feedback
* Interpretation
* Flexibility in communication
* Types of communication strategies
* Elements of communication strategy
 | * Interview
* Written texts
 |
| 1. Develop communication strategies
 | * Dynamics of groups
* Styles of group leadership
* Openness and flexibility in communication
* Communication skills relevant to client groups
 | * Interview
* Written texts
 |
| 1. Establish and maintain communication pathways
 | * Types of communication pathways
 | * Interview
* Written texts
 |
| 1. Promote use of communication strategies
 | * Application of elements of communication strategies
* Effective communication techniques
 | * Interview
* Written texts
 |
| 1. Conduct interview
 | * Types of interview
* Establishing rapport
* Facilitating resolution of issues
* Developing action plans
 | * Interview
* Written texts
 |
| 1. Facilitate group discussion
 | * Identification of communication needs
* Dynamics of groups
* Styles of group leadership
* Presentation of information
* Encouraging group members participation
* Evaluating group communication strategies
 | * Interview
* Written texts
 |
| 1. Represent the organization
 | * Presentation techniques
* Development of a presentation
* Multi-media utilization in presentation
* Communication skills relevant to client groups
 | * Interview
* Written texts
 |

**Suggested Methods of Instruction**

* Discussion
* Role playing
* Simulation
* Direct instruction

**Recommended Resources**

* Desktop computers/laptops
* Internet connection
* Projectors
* Telephone

# NUMERACY SKILLS

**UNIT CODE:** LOG/CU/CF/BC/02/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Numeracy Skills.

**Duration of Unit:** 60 hours

**Unit Description**

This unit describes the competencies required to demonstrate numeracy skills. It involves applying a wide range of mathematical calculations for work; applying ratios, rates and proportions to solve problems; estimating, measuring and calculating measurement for work; using detailed maps to plan travel routes for work; using geometry to draw and construct 2D and 3D shapes for work; collecting, organizing and interpreting statistical data; using routine formula and algebraic expressions for work and using common functions of a scientific calculator.

**Summary of Learning Outcomes**

1. Apply a wide range of mathematical calculations for work
2. Apply ratios, rates and proportions to solve problems
3. Estimate, measure and calculate measurement for work
4. Use detailed maps to plan travel routes for work
5. Use geometry to draw and construct 2D and 3D shapes for work
6. Collect, organize and interpret statistical data
7. Use routine formula and algebraic expressions for work
8. Use common functions of a scientific calculator

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Apply a wide range of mathematical calculations for work
 | * Fundamentals of mathematics
* Addition, subtraction, multiplication and division of positive and negative numbers
* Algebraic expressions manipulation
* Forms of fractions, decimals and percentages
* Expression of numbers as powers and roots
 | * Written tests
* Assignments
* Supervised exercises
 |
| 1. Apply ratios, rates and proportions to solve problems
 | * Rates, ratios and proportions
* Meaning
* Conversions into percentages
* Direct and inverse proportions determination
* Performing calculations
* Construction of graphs, charts and tables
* Recording of information
 | * Written tests
* Assignments
* Supervised exercises
 |
| 1. Estimate, measure and calculate measurement for work
 | * Units of measurements and their symbols
* Identification and selection of measuring equipment
* Conversion of units of measurement
* Perimeters of regular figures
* Areas of regular figures
* Volumes of regular figures
* Carrying out measurements
* Recording of information
 | * Assignments
* Supervised exercises
* Written tests
 |
| 1. Use detailed maps to plan travel routes for work
 | * Identification of features in routine maps and plans
* Symbols and keys used in routine maps and plans
* Identification and interpretation of orientation of map to North
* Demonstrate understanding of direction and location
* Apply simple scale to estimate length of objects, or distance to location or object
* Give and receive directions using both formal and informal language
* Planning of routes
* Calculation of distance, speed and time
 | * Written
* Practical test
 |
| 1. Use geometry to draw and construct 2D and 3D shapes for work
 | * Identify two dimensional shapes and routine three dimensional shapes in everyday objects and in different orientations
* Explain the use and application of shapes
* Use formal and informal mathematical language and symbols to describe and compare the features of two dimensional shapes and routine three dimensional shapes
* Identify common angles
* Estimate common angles in everyday objects
* Evaluation of unknown angles
* Use formal and informal mathematical language to describe and compare common angles
* Symmetry and similarity
* Use common geometric instruments to draw two dimensional shapes
* Construct routine three dimensional objects from given nets
 |  |
| 1. Collect, organize and interpret statistical data
 | * + Classification of data
* Grouped data
* Ungrouped data
	+ Data collection
* Observation
* Recording
	+ Distinguishing between sampling and census
	+ Importance of sampling
	+ Errors in sampling
	+ Types of sampling and their limitations e.g.
* Stratified random
* Cluster
* Judgmental
	+ Tabulation of data
* Class intervals
* Class boundaries
* Frequency tables
* Cumulative frequency
	+ Diagrammatic and graphical presentation of data e.g.
* Histograms
* Frequency polygons
* Bar charts
* Pie charts
* Cumulative frequency curves
	+ Interpretation of data
 | * Assignments
* Supervised exercises
* Written tests
 |
| 1. Use routine formula and algebraic expressions for work
 | * + Solving linear equations
	+ Linear graphs
* Plotting
* Interpretation
* Applications of linear graphs
* Curves of first and second degree
* Plotting
* Interpretation
 | * Assignments
* Supervised exercises
* Written tests
 |
| 8. Use common functions of a scientific calculator | * Identify and use keys for common functions on a calculator
* Calculate using whole numbers, money and routine decimals and percentages
* Calculate with routine fractions and percentages
* Apply order of operations to solve multi-step calculations
* Interpret display and record result
 | * Written
* Practical test
 |

**Suggested Methods of Instruction**

* Group discussions
* Demonstration by trainer
* Practical work by trainee
* Exercises

**Recommended Resources**

* Calculators
* Rulers, pencils, erasers
* Charts with presentations of data
* Graph books
* Dice

# DIGITAL LITERACY

**UNIT CODE:** LOG/CU/CF/BC/03/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Digital Literacy

**Duration of Unit:** 60 hours

**Unit Description**

This unit describes competencies required to demonstrate digital literacy. It involves in identifying computer software and hardware, applying security measures to data, hardware, software in automated environment, computer software in solving task, internet and email in communication at workplace, desktop publishing in official assignments and preparing presentation packages.

**Summary of Learning Outcomes**

1. Identify computer software and hardware
2. Apply security measures to data, hardware, software in automated environment
3. Apply computer software in solving tasks
4. Apply internet and email in communication at workplace
5. Apply desktop publishing in official assignments
6. Prepare presentation packages

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Identify computer hardware and software
 | * Concepts of ICT
* Functions of ICT
* History of computers
* Components of a computer
* Classification of computers
 | * Written tests
* Oral presentation
 |
| 1. Apply security measures to data, hardware, software in automated environment
 | * Data security and control
* Security threats and control measures
* Types of computer crimes
* Detection and protection against computer crimes
* Laws governing protection of ICT
 | * Written tests
* Oral presentation
* Project
 |
| 1. Apply computer software in solving tasks
 | * Operating system
* Word processing
* Spread sheets
* Data base design and manipulation
* Data manipulation, storage and retrieval
 | * Oral questioning
* Project
 |
| 1. Apply internet and email in communication at workplace
 | * Computer networks
* Network configurations
* Uses of internet
* Electronic mail (e-mail) concept
 | * Oral questioning
* Written report
 |
| 1. Apply desktop publishing in official assignments
 | * Concept of desktop publishing
* Opening publication window
* Identifying different tools and tool bars
* Determining page layout
* Opening, saving and closing files
* Drawing various shapes using DTP
* Using colour pellets to enhance a document
* Inserting text frames
* Importing and exporting text
* Object linking and embedding
* Designing of various publications
* Printing of various publications
 | * Oral questioning
* Written report
* Project
 |
| 1. Prepare presentation packages
 | * Types of presentation packages
* Procedure of creating slides
* Formatting slides
* Presentation of slides
* Procedure for editing objects
 | * Oral questioning
* Written report
* Project
 |

**Suggested Methods of Instruction**

* Instructor led facilitation of theory
* Demonstration by trainer
* Practical work by trainee
* Viewing of related videos
* Project
* Group discussions

**Recommended Resources**

* Computers
* Printers
* Storage devices
* Internet access

# ENTREPRENEURIAL SKILLS

**UNIT CODE:** LOG/CU/CF/BC/04/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Entrepreneurial Skills

**Duration of unit:** 100 hours

**Unit Description**

This unit covers the competencies required to demonstrate understanding of entrepreneurship. It involves demonstrating understanding of an entrepreneur, entrepreneurship and self-employment. It also involves identifying entrepreneurship opportunities, creating entrepreneurial awareness, applying entrepreneurial motivation and developing business innovative strategies.

**Summary of Learning Outcomes**

* 1. Demonstrate understanding of who an entrepreneur
	2. Demonstrate knowledge of entrepreneurship and self-employment
	3. Identify entrepreneurship opportunities
	4. Create entrepreneurial awareness
	5. Apply entrepreneurial motivation
	6. Develop business innovative strategies
	7. Develop Business plan

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Demonstrate knowledge of entrepreneurship and self-employment
 | * Importance of self-employment
* Requirements for entry into self-employment
* Role of an Entrepreneur in business
* Contributions of Entrepreneurs to National development
* Entrepreneurship culture in Kenya
* Born or made entrepreneurs
 | * Individual/group assignments
* Projects
* Written tests
* Oral questions
* Third party report
 |
| 1. Identify entrepreneurship opportunities
 | * Business ideas and opportunities
* Sources of business ideas
* Business life cycle
* Legal aspects of business
* Assessment of product demand
* Business environment
* Factors to consider when evaluating business environment
* Technology in business
 | * Individual/group assignments
* Projects
* Written tests
* Oral questions
* Third party report
* Interviews
 |
| 1. Create entrepreneurial awareness
 | * Forms of businesses
* Sources of business finance
* Factors in selecting source of business finance
* Governing policies on Small Scale Enterprises (SSEs)
* Problems of starting and operating SSEs
 | * Individual/group assignments
* Projects
* Written tests
* Oral questions
* Third party report
* Interviews
 |
| 1. Apply entrepreneurial motivation
 | * Internal and external motivation
* Motivational theories
* Self-assessment
* Entrepreneurial orientation
* Effective communications in entrepreneurship
* Principles of communication
* Entrepreneurial motivation
 | * Case studies
* Individual/group assignments
* Projects
* Written tests
* Oral questions
* Third party report
* Interviews
 |
| 1. Develop business innovative strategies
 | * Innovation in business
* Small business Strategic Plan
* Creativity in business development
* Linkages with other entrepreneurs
* ICT in business growth and development
 | * Case studies
* Individual/group assignments
* Projects
* Written tests
* Oral questions
* Third party report
* Interviews
 |
| 1. Develop Business Plan
 | * Business description
* Marketing plan
* Organizational/Management
* plan
* Production/operation plan
* Financial plan
* Executive summary
* Presentation of Business Plan
 | * Case studies
* Individual/group assignments
* Projects
* Written tests
* Oral questions
* Third party report
* Interviews
 |

**Suggested Methods of Instruction**

* Direct instruction
* Project
* Case studies
* Field trips
* Discussions
* Demonstration
* Question and answer
* Problem solving
* Experiential
* Team training

**Recommended Resources**

* Case studies
* Business plan templates
* Computers
* Overhead projectors
* Internet
* Mobile phone
* Video clips
* Films
* Newspapers and Handouts
* Business Journals
* Writing materials

# EMPLOYABILITY SKILLS

**UNIT CODE:** LOG/CU/CF/BC/05/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Employability Skills

**Duration of Unit:** 80 hours

**Unit Description**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing ethical performance.

**Summary of Learning Outcomes**

1. Conduct self-management
2. Demonstrate interpersonal communication
3. Demonstrate critical safe work habits
4. Lead a workplace team
5. Plan and organize work
6. Maintain professional growth and development
7. Demonstrate workplace learning
8. Demonstrate problem solving skills
9. Manage ethical performance

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Conduct self-management
 | * Self-awareness
* Formulating personal vision, mission and goals
* Strategies for overcoming life challenges
* Managing emotions
* Emotional intelligence
* Assertiveness versus aggressiveness
* Expressing personal thoughts, feelings and beliefs
* Developing and maintaining high self-esteem
* Developing and maintaining positive self-image
* Setting performance targets
* Monitoring and evaluating performance
* Articulating ideas and aspirations
* Accountability and responsibility
* Good work habits
* Self-awareness
* Values and beliefs
* Self-development
* Financial literacy
* Healthy lifestyle practices
* Adopting safety practices
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Demonstrate interpersonal communication
 | * Meaning of interpersonal communication
* Listening skills
* Types of audience
* Public speaking
* Writing skills
* Negotiation skills
* Reading skills
* Meaning of empathy
* Understanding customers’ needs
* Establishing communication networks
* Assertiveness
* Sharing information
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Demonstrate critical safe work habits
 | * Stress and stress management
* Time concept
* Punctuality and time consciousness
* Leisure
* Integratingpersonal objectives into organizational objectives
* Resources mobilization
* Resources utilization
* Setting work priorities
* Developing healthy relationships
* HIV and AIDS
* Drug and substance abuse
* Managing emerging issues
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Lead a workplace team
 | * Leadership qualities
* Power and authority
* Team building
* Determination of team roles and objectives
* Team parameters and relationships
* Individual responsibilities in a team
* Forms of communication
* Complementing team activities
* Gender and gender mainstreaming
* Human rights
* Developing healthy relationships
* Maintaining relationships
* Conflicts and conflict resolution
* Coaching and mentoring skills
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Plan and organize work
 | * Functions of management
* Planning
* Organizing
* Time management
* Decision making concept
* Task allocation
* Developing work plans
* Developing work goals/objectives and deliverables
* Monitoring work activities
* Evaluating work activities
* Resource mobilization
* Resource allocation
* Resource utilization
* Proactive planning
* Risk evaluation
* Problem solving
* Collecting, analysing and organising information
* Negotiation
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Maintain professional growth and development
 | * Avenues for professional growth
* Training and career opportunities
* Assessing training needs
* Mobilizing training resources
* Licenses and certifications for professional growth and development
* Pursuing personal and organizational goals
* Managing work priorities and commitments
* Recognizing career advancement
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Demonstrate workplace learning
 | * Managing own learning
* Mentoring
* Coaching
* Contributing to the learning community at the workplace
* Cultural aspects of work
* Networking
* Variety of learning context
* Application of learning
* Safe use of technology
* Taking initiative/proactivity
* Flexibility
* Identifying opportunities
* Generating new ideas
* Workplace innovation
* Performance improvement
* Managing emerging issues
* Future trends and concerns in learning
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Demonstrate problem solving skills
 | * Critical thinking process
* Data analysis tools
* Decision making
* Creative thinking
* Development of creative, innovative and practical solutions
* Independence in identifying and solving problems
* Solving problems in teams
* Application of problem-solving strategies
* Testing assumptions
* Resolving customer concerns
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |
| 1. Manage ethical performance
 | * Meaning of ethics
* Ethical perspectives
* Principles of ethics
* Ethical standards
* Organization code of ethics
* Common ethical dilemmas
* Organization culture
* Corruption, bribery and conflict of interest
* Privacy and data protection
* Diversity, harassment and mutual respect
* Financial responsibility/accountability
* Etiquette
* Personal and professional integrity
* Commitment to jurisdictional laws
* Emerging issues in ethics
 | * Written tests
* Oral questioning
* Interviewing
* Portfolio of evidence
* Third party report
 |

**Suggested Methods of Instruction**

* Demonstrations
* Simulation/Role play
* Group Discussion
* Presentations
* Assignments
* Q&A

**Recommended Resources**

* Computers
* Stationery
* Charts
* Video clips
* Audio tapes
* Radio sets
* TV sets
* LCD projectors

# ENVIRONMENTAL LITERACY

**UNIT CODE**:LOG/CU/CF/BC/06/6/A

**Relationship to Occupational Standards**:

This unit addresses the Unit of Competency : Demonstrate Environmental Literacy

**Duration of Unit:** 40 hours

**Unit Description**

This unit describes the competencies required demonstrate environmental literacy.it involves controlling environmental hazard, controlling environmental pollution, complying with workplace sustainable resource use, evaluating current practices in relation to resource usage, identifying environmental legislations/conventions for environmental concerns, implementing specific environmental programs, monitoring activities on environmental protection/programs, analysing resource use and developing resource conservation plans.

**Summary of Learning Outcomes**

1. Control environmental hazard
2. Control environmental Pollution
3. Demonstrate sustainable resource use
4. Evaluate current practices in relation to resource usage
5. Identify Environmental legislations/conventions for environmental concerns
6. Implement specific environmental programs
7. Monitor activities on Environmental protection/Programs
8. Analyze resource use
9. Develop resource conservation plans

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** |  **Content** | **Suggested Assessment Methods** |
| 1. Control environmental hazard
 | * Purposes and content of Environmental Management and Coordination Act 1999
* Storage methods for environmentally hazardous materials
* Disposal methods of hazardous wastes
* Types and uses of PPE in line with environmental regulations
* Occupational Safety and Health Standards (OSHS)
 | * Written questions
* Oral questions
 |
| 1. Control environmental Pollution control
 | * Types of pollution
* Environmental pollution control measures
* Types of solid wastes
* Procedures for solid waste management
* Different types of noise pollution
* Methods for minimizing noise pollution
 | * Written questions
* Oral questions
* Role play
 |
| 1. Demonstrate sustainable resource use
 | * Types of resources
* Techniques in measuring current usage of resources
* Calculating current usage of resources
* Methods for minimizing wastage
* Waste management procedures
* Principles of 3Rs (Reduce, Reuse, Recycle)
* Methods for economizing or reducing resource consumption
 | * Written questions
* Oral questions
* Role play
 |
| 1. Evaluate current practices in relation to resource usage
 | * Collection of information on environmental and resource efficiency systems and procedures,
* Measurement and recording of current resource usage
* Analysis and recording of current purchasing strategies.
* Analysis of current work processes to access information and data
* Identification of areas for improvement
 | * Written questions
* Oral questions
* Role play
 |
| 1. Identify Environmental legislations/conventions for environmental concerns
 | * Environmental issues/concerns
* Environmental legislations /conventions and local ordinances
* Industrial standard /environmental practices
* International Environmental Protocols (Montreal, Kyoto)
* Features of an environmental strategy
 | * Written questions
* Oral questions
 |
| 1. Implement specific environmental programs
 | * Community needs and expectations
* Resource availability
* 5s of good housekeeping
* Identification of programs/Activities
* Setting of individual roles /responsibilities
* Resolving problems /constraints encountered
* Consultation with stakeholders
 | * Written questions
* Oral questions
* Role play
 |
| 1. Monitor activities on Environmental protection/Programs
 | * Periodic monitoring and Evaluation of activities
* Gathering feedback from stakeholders
* Analyzing data gathered
* Documentation of recommendations and submission
* Setting of management support systems to sustain and enhance the program
* Monitoring and reporting of environmental incidents to concerned /proper authorities
 | * Oral questions
* Written tests
* Practical test
 |
| 1. Analyze resource use
 | * Identification of resource consuming processes
* Determination of quantity and nature of resource consumed
* Analysis of resource flow through different parts of the process.
* Classification of wastes for possible source of resources.
 | * Written tests
* Oral questions
* Practical test
 |
| 1. Develop resource Conservation plans
 | * Determination of efficiency of use/conversion of resources
* Causes of low efficiency of use of resources
* Plans for increasing the efficiency of resource use
 | * Written tests
* Oral questions
* Practical test
 |

**Suggested Methods of Instruction**

* Instructor led facilitation of theory
* Practical demonstration of tasks by trainer
* Practice by trainees
* Observations and comments and corrections by trainers

**Recommended Resources**

* Standard operating and/or other workplace procedures manuals
* Specific job procedures manuals
* Environmental Management and Coordination Act 1999
* Machine/equipment manufacturer’s specifications and instructions
* Personal Protective Equipment (PPE)
* ISO standards
* Company environmental management systems (EMS)
* Montreal Protocol
* Kyoto Protocol

# OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** LOG/CU/CF/BC/07/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Demonstrate Occupational Safety and Health Practices

**Duration of Unit:** 40 hours

**Unit Description**

This unit specifies the competencies required to demonstrate occupational health and safety practices. It involves identifying workplace hazards and risk, identifying and implementing appropriate control measures to hazards and risks and implementing OSH programs, procedures and policies/guidelines.

**Summary of Learning Outcomes**

1. Identify workplace hazards and risk
2. Control OSH hazards
3. Implement OSH programs

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Identify workplace hazards and risks
 | * Identification of hazards in the workplace and/or the indicators of their presence
* Evaluation and/or work environment measurements of OSH hazards/risk existing in the workplace
* Gathering of OSH issues and/or concerns
 | * Oral questions
* Written tests
* Portfolio of evidence
* Third party report
 |
| 1. Control OSH hazards
 | * Prevention and control measures e.g. use of PPE
* Risk assessment
* Contingency measures
 | * Oral questions
* Written tests
* Portfolio of evidence
* Third party report
 |
| 1. Implement OSH

 programs | * Company OSH program, evaluation and review
* Implementation of OSH programs
* Training of team members and advice on OSH standards and procedures
* Implementation of procedures for maintaining OSH-related records
 | * Oral questions
* Written tests
* Portfolio of evidence
* Third party report
 |

**Suggested Methods of instruction**

* Assigments
* Discussion
* Q&A
* Role play
* Viewing of related videos

**Recommended Resources**

* Standard operating and/or other workplace procedures manuals
* Specific job procedures manuals
* Machine/equipment manufacturer’s specifications and instructions
* Personal Protective Equipment (PPE) e.g.
* Mask
* Face mask/shield
* Safety boots
* Safety harness
* Arm/Hand guard, gloves
* Eye protection (goggles, shield)
* Hearing protection (ear muffs, ear plugs)
* Hair Net/cap/bonnet
* Hard hat
* Face protection (mask, shield)
* Apron/Gown/coverall/jump suit
* Anti-static suits
* High-visibility reflective vest

# CORE UNITS OF LEARNING

# IMPORT CARGO PROCESSING

**UNIT CODE:** LOG/CU/CF/CR/01/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: oversee import cargo processing

**Duration of Unit:** 200 hours

**Unit Description**

This unit decribes competencies required to oversee import cargo processing. It involves preparing pre-clearance documentation, collecting clearance documents, carrying out online declaration, carrying out custooms clearing process, delivering client shipment and Invoicing/Maintaining import records

**Summary of Learning Outcomes**

1. Prepare pre-clearance documentation
2. Collect clearance documents
3. Carry out online declaration
4. Carry out customs clearance process
5. Deliver client shipment
6. Invoice/Maintain import records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare pre-clearance documentation
 | * Terms and concepts
* Notification of shipment
* Import cargo
	+ Definition of terms
	+ Public security
	+ Factors to be considered in cargo safety
* Incoterms
	+ Types of incoterms and significance
* Importance of preparation of pre-
* clearance documentation
* Steps involved in shipment collection
* Importance for forwarding of pre-alerts documents
* Procedures for pre-clearance process
 | * Written tests
* Oral questions
* Practical/Projects
* Assignment
* observation
 |
| 1. Collect clearance documents
 | * Terms and concepts
* Clearance documents
* Requirements for collection of clearance documents
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Carry out online declaration
 | * Terms and concepts
* Procedures of online declaration
* Importance of online declaration
* Legal requirements
* Statutory bodies
* Customs codes (CPC)
* Customs procedures
* Calculation of taxes and the rates
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Carry out customs clearance process
 | * Terms and concepts
* Preparation of clearance documents
	+ Requirements to consider when preparing clearance documents
* Customs clearance procedures
	+ Definition of terms
	+ Reasons for shipment verification
* Factors affecting shipment release
* Shipment handling and storage charges
	+ Duration of shipment handling and storage charges
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Deliver client shipment
 | * Terms and concepts
* Preparation of delivery documents
	+ Requirements in preparing of delivery documents
	+ Reasons for preparing delivery documents
* Shipment delivery and payment
	+ Factors affecting shipment delivery
	+ Delivery documents
	+ Shipment delivery guidelines
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignment
 |
| 1. Invoice/Maintain import records
 | * Terms and concepts
* Types of records
* Importance of records
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Workshop
* Reaserch

**Recommended Resources**

**Tools and equipment**

* Computers
* Transport vehicles
* Communication equipment
* Calculators
* Projectors

**Materials and supplies**

* Stationery
* Packing materials
* Logistics software
* Reference material

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# EXPORT CARGO PROCESSING

**UNIT CODE:** LOG/CU/CF/CR/02/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: oversee export cargo processing

**Duration of Unit:** 250 hours

**Unit Description**

This unit describes the competencies required to oversee export cargo processing. It involves receiving shipment notification and instructions, packaging/weighing freight cargo, Processing shipping documents, booking and delivering shipment and invoicing/maintaining export records.

**Summary of Learning Outcomes**

1. Receive shipment and instructions
2. Package/Weigh freight cargo
3. Process shipping documents
4. Book and deliver shipment
5. Invoice/Maintain export records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Receive shipment notification and instructions
 | * Definition of terms
	+ Shipment notification
* Requirements involving shipment notification
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Research
 |
| 1. Package/Weigh freight cargo
 | * Terms and concepts
* Methods of packaging
	+ Packaging procedures
* Weighing of cargo
	+ Importance of weighing freight cargo
* Calculations involved in weighing freight cargo
	+ Gross mass calculation
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Research
 |
| 1. Process shipping documents
 | * Terms and concepts
* Shipping documents
	+ Definition of terms
	+ Types of shipping documents
	+ Preparation of shipping documents
* Importance of verification of shipping documents
* Procedures involved in verification of shipping documents
* Importance of cargo manifests
* Importance of recording and maintaining shipping documents
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Book and deliver shipment
 | * Terms and concepts
* Importance of booking cargo shipment
* Cargo booking procedure
* Cargo clearance procedure
* Cargo delivery procedures
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Invoice/Maintain export records
 | * Terms and concepts
* Maintain invoice records
* Types of records
* Importance of records
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Observation
* Workshop

**Recommended Resources**

**Tools and equipment**

* Computers
* Transport
* Communication equipment

**Materials and supplies**

* Stationery
* Packing materials
* Logistics software
* Reference material

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# WAREHOUSING OPERATIONS

**UNIT CODE:** LOG/CU/CF/CR/03/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: perform warehousing operations

**Duration of Unit:** 200 hours

**Unit Description**

This unit describes competencies required to performing warehousing operations. It involves designing/laying out a warehouse, preparing layout of warehoused goods, maintaining records of stored goods, maintaining quality of stored goods, securing stored goods and managing warehouse plant and equipment.

**Summary of Learning Outcomes**

1. Design/layout a warehouse
2. Prepare layout of warehoused goods
3. Maintain records of stored goods
4. Maintain quality of stored goods
5. Secure stored goods
6. Manage warehouse plant and equipment

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Design/layout a warehouse
 | * Terms and concepts
* Definition of terms
	+ Warehouse
	+ Warehousing operations
* Introduction to warehousing operations
* Types of warehouses
* Importance of warehousing operations in freight management
* Nature of goods
* Factors to consider when designing warehouses
* Warehouse design and layout procedures
* Factors to consider when siting a warehouse
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Maintain layout of warehoused goods
 | * Terms and concepts
* Classification of goods
	+ Value
	+ Nature of goods
	+ Activity based classification
	+ Flammability
	+ Strength
	+ Dangerous
	+ Size of goods
* Procedures involved in warehouse
* Factors to consider when classifying goods
* Importance of maintaining cleanliness in a warehouse
* Materials and handling equipment used in handling goods in a warehouse
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Maintain records of stored goods
 | * Terms and concepts
* Steps involved in recording warehoused goods
* Inventory control
* Registers
	+ Definition of registers
	+ Types of registers
	+ Importance of registers
	+ Preparation of registers
* Procedures of maintaining records
* Delivery documents
	+ Importance of delivery documents
	+ Types of delivery documents
	+ Preparation of delivery documents
	+ Record keeping
* Stock taking
	+ Importance of stock taking
	+ Procedures of stock taking
	+ Stock utilization
	+ Stock verification
	+ Stock control
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Maintain quality of stored goods
 | * Terms and concepts
* Stacking methods
* Types of storage pests
* Pest control methods
* Storage methods of goods in a warehouse
* Factors to consider in storage of goods
	+ Storage requirements
	+ Size
	+ Weight
	+ guidelines
* FIFO and LIFO principles
* Securing warehoused goods
	+ Consider type of goods
	+ Consider nature of goods.
	+ Consider natural risks.
	+ Consider resource
* Legal requirements in warehousing of goods
	+ OSH Act
	+ Factories Act
	+ Employment Act
	+ EMCA 1999
	+ Public Health Cap 242
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Secure stored goods
 | * Terms and concepts
* Definition of terms
	+ High value goods
	+ Types of high value goods
* Factors to consider when selecting building materials
* Factors to consider when selecting high value goods
* Storage of high value goods
* Materials used in warehouse construction
* Securing of warehouses
* Procedures used in vetting security guards
* Importance of vetting warehouse guards
* Types of security surveillance systems
	+ CCTVs
	+ Alarms
	+ Clock in cards
	+ Security guards
* Advantages of security surveillance systems
* Factors to consider in preventing theft of stored goods
* Mitigation measures
	+ Insurance
	+ Bond
	+ Permits
 | * Written Tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Manage warehouse plant and equipment
 | * Terms and concepts
* Warehouse plant and equipment
	+ Types of warehouse plant and equipment
	+ Factors to consider in warehouse plant and equipment
	+ Resources
* Maintenance of warehouse plant and equipment
* Preparation of warehouse plant and equipment maintenance schedule
* Preparation of periodic maintenance reports
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Research
* Projectors
* Workshop
* Refresher course

**Recommended Resources**

|  |
| --- |
| Computers, stationery, classroom and classroom resources,the constituion of kenya 2010, public procurement and asset disposal act 2015 and its regulations, public officers ethics act, anti corruption and economic crimes act 2003, public finance management act 2012, suppliers manual , sample procurement documents (Goods received note , delivery notes, stock control cards, stocks ledgers, requisition memos, LSOs, LPOs, counter receipt, counter issue voucher, inspection report form,professional opinion, prequalification lists , contracts), sample emergency security protocols, sample advertisements sample case studies on procurement and warehousing  |

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# DISTRIBUTION OF GOODS

**UNIT CODE:** LOG/CU/CF/CR/04/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: oversee distribution of goods

**Duration of Unit:** 300 hours

**Unit Description**

This unit describes competencies required to oversee dispatch/distribution of goods. It involves developing organization communication policy/guidelines, establishing goods distribution channels, preparing delivery documents, tracking movement of goods, overseeing delivery of goods, maintaining dispatch /distribution records and complying with laws, regulations and/or standards.

**Summary of Learning Outcomes**

1. Develop organisation communication policy/guidelines
2. Establish goods distribution channels
3. Prepare delivery documents
4. Track movement of goods
5. Oversee delivery of goods to customers
6. Maintain dispatch records
7. Comply with laws, regulations and/or standards

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Develop organisation communication policy/guidelines
 | * Terms and concept
* Definition of communication policy
* Importance of effective communication policies in organisations
* Characteristics of communication policies
* Review of communication policies
* Development of communication policies
* Implementation of communication policies
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Establish goods distribution channels
 | * Terms and concepts
* Customer identification
* Mapping of customers
* Factors to consider when siting distribution channels
* Principles of cost minimisation
* Establishment of distribution routes
* Preparation of dispatch schedules
* Implementation of distribution channels
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Prepare delivery documents
 | * Terms and concepts
* Types of delivery documents
* Preparation of delivery documents
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Track movement of goods
 | * Terms and concepts
* Vehicle tracking system
* Advantages and disadvantages of vehicle tracking systems
* Types of vehicle tracking systems
* Monitoring of transport fleet tracking systems
* Maintenance of transport fleet tracking systems
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Oversee delivery of goods to customers
 | * Terms and concepts
* Supervision of distribution staff
* Customer satisfaction
* Guidelines governing delivery of goods
* factors affecting delivery of goods to customers
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Maintain dispatch records
 | * Terms and concepts
* Importance of record keeping
* Development of dispatch records
* Analysis of dispatch records
* Maintenance of dispatch records
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Comply with laws, regulations and/or standards
 | * Terms and concepts
* Laws, regulations and standards
	+ Identification
	+ Dissemination
* Monitoring compliance with laws and regulations
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Research
* Workshops
* Represher

**Recommended Resources**

|  |
| --- |
| Computers, stationery, classroom and classroom resources, communication equipment, transport vehicles, the Constitution of Kenya 2010, Public Procurement and Asset Disposal Act 2015 and its regulations, Anti-Corruption and Economic Crimes Act 2003, Public Finance Management Act 2012, suppliers manual , sample procurement documents (Goods received note , delivery notes, stock control cards, stocks ledgers, requisition memos, LSOs, LPOs, counter receipt, counter issue voucher, inspection report form, professional opinion, prequalification lists , contracts), sample emergency security protocols, sample case studies on distribution, sample transport tracking systems, qualified staff |

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# PLANNING AND MANAGEMENT OF SECURITY PROCEDURES

**UNIT CODE:** LOG/CU/CF/CR/05/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: plan and manage organisational security procedures

**Duration of Unit:** 200 hours

**Unit Description**

This unit describes competencies required to plan and manage organizational security procedures. It involves assessing security risks, specifying security requirements, implementing security plans, monitoring and reviewing system performance and maintaining security records.

**Summary of Learning Outcomes**

1. Assess security risks
2. Specify security requirements
3. Implement security plan
4. Monitor and review system performance
5. Maintain security records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Assess security risks
 | * Terms and concepts
* Types of security risks and hazards
* Review of records of security risks
* Identification of potential security risks
* Risk assessment
* Risk mitigation measures
* Risk analysis
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignment
 |
| 1. Specify security requirements
 | * Terms and concepts
* Security systems
* Security equipment, facilities and services
* Documentation of security arrangements
* Establishment of security implementation strategies
* Preparation of security plan
* Performance indicators.
 | * Written tests
* Oral questions
* Practical/projects
* Observation
* Assignments
 |
| 1. Implement security plan
 | * Terms and concepts
* Identification of implementation priorities
* Allocation, training and assessment of staff
* Amendment of security policies and procedures
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Monitor and review system performance
 | * Terms and concepts
* Categorisation of security reports
* Analysis of security reports
* Modification of security procedures
 | * Written Tests
* Oral questions
* Practical/Projects
* Observation
* Assignment
 |
| 1. Maintain security records
 | * Terms and concepts
* Importance of record keeping
* Development of security records
* Analysis of security records
* Maintenance of security records
 | * Written Tests
* Oral questions
* Practical/Projects
* Observation
* Assignment
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Research
* Workshop

**Recommended Resources**

**Tools and equipment**

* Security equipment and systems
* Screening equipment
* Communication equipment
* Computers

**Materials and supplies**

* Computer software
* Stationery
* Office materials and supplies

# CUSTOMER SERVICES

**UNIT CODE:** LOG/CU/CF/CR/06/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Provide Customer Services

**Duration of Unit:** 160 hours

**Unit Description**

This unit describes competencies required to provide customer services. It involves nurturing and building supportive customer relationships, preparing client quotations, handling queries, organising shipment collection and dispatch, preparing client update, and maintaining shipment records.

**Summary of Learning Outcomes**

1. Nurture and build supportive customer relationships
2. Prepare client quotations
3. Handle client queries
4. Organise shipment collection and dispatch
5. Prepare client quotations
6. Maintain shipment records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Nurture and build supportive customer relationships
 | * Terms and concepts
* Principles of good customer service
* Principles of public relations
* Analysis of customer reviews
* Importance of customer review analysis
* Factors to consider in improving customer relationships
	+ Incentives
* Factors undermining customer relationships
* Strategy development
* Importance of maintaining clients
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
 |
| 1. Prepare client update plan
 | * Terms and concepts
* Collection of consignment status data
 | * Written tests
* Oral questions
* Practical/Projects
 |
| 1. Organise shipment collection and dispatch
 | * Terms and concepts
* Pre-alerts documents
	+ Airway bill
	+ Commercial invoice
	+ Packing list
	+ Proforma invoice
	+ Purchase order
* Shipment booking and dispatch procedure
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Prepare client quotations
 | * Terms and concept
* Cargo description details
	+ Weight
	+ Dimensions
	+ Value
	+ Item description
	+ Pick up address
	+ Code
* Agency charges in freight transfer
* Preparation of quotations
* Evaluation of quotations
 | * Written tests
* Oral questions
* Practical/Projects
* Assignments
* Observation
 |
| 1. Handle queries
 | * Public relations
* Analysis of queries
* Development of query solutions
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Maintain shipment records
 | * Types of files
	+ Import files
	+ Export files
	+ General files
* Record keeping and maintenance
* Characteristics of good filing systems
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Projectors
* Workshops
* Research

**Recommended Resources**

**Tools and equipment**

* Computers
* Communication equipment
* Office equipment

**Materials and supplies**

* Computer software
* Stationery
* Internet
* Office materials and supplies

# TRANSPORT FLEET MANAGEMENT

**UNIT CODE:** LOG/CU/CF/CR/07/6/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage road transport fleet

**Duration of Unit:** 200 hours

**Unit Description**

This unit describes competencies required to manage road transport fleet. It involves executing fleet replacement policies, providing workshop services, maintaining organisation fleet and maintaining fleet records.

**Summary of Learning Outcomes**

1. Execute fleet replacement policies
2. Provide workshop services
3. Maintain organization fleet
4. Manage fleet records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Execute fleet replacement policies
 | * Terms and concepts
* Definition of terms
	+ Plans
	+ Policies
	+ Procedures
* Classification of workshop policies
* Process of implementation of fleet replacement policies
	+ Communication of draft fleet replacement policy to internal stakeholders
	+ Amendments of draft fleet replacement policy
	+ Dissemination of fleet replacement policy
* Workshop communication structure
 | * Written tests
* Oral questions
* Practical/Projects
* Observations
* Assignments
 |
| 1. Provide workshop services
 | * Terms and concepts
* Workshop safety procedures
* Identification of workshop services and workshop tools and equipment
* Storage of workshop supplies
* Procedures for receipt, maintenance or repair and release of fleet
* Identification of workshop tools and equipment for procurement
* Workshop records and database maintenance
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Maintain organisation fleet
 | * Terms and concepts
* Classification of maintenance
	+ Minor
	+ Oil change
	+ Battery checks
	+ Lubrication of parts
	+ Major
	+ Replacement of service parts
	+ Servicing of parts
	+ Engine overhaul
	+ Acquisition of assemblies or sub-assemblies
* Costing of maintenance works
* Disposal of defective parts
* Preparation of maintenance reports
* Vehicle tracking systems
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |
| 1. Maintain fleet records
 | * Terms and Concepts
* Definition of terms
* Types of fleet records
	+ Tachograph records
	+ Dispatch records
	+ Driver’s records
	+ Registers
	+ Vehicle logbooks
	+ Insurance records
	+ Licenses
	+ Fuel records
	+ Radio communication records
	+ Inventory records
	+ Depot records
* Implementation of management systems
	+ Vehicle sales and purchases
	+ Drivers
	+ Tools and equipment
* Updating of fleet records
	+ Daily
	+ Weekly
	+ Monthly
* Security of fleet records
	+ Filing and storage systems
	+ Retrieval systems
	+ Storage space identification
	+ Data security
* Identification of discrepancies and anomalies in records
* Preparation of reports
	+ Overview of reports
	+ Categories and types of reports
* Identification of fleet records for disposal and archiving
	+ Legal requirements for record disposal
 | * Written tests
* Oral questions
* Practical/Projects
* Observation
* Assignments
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Workshops
* Research
* Refreshers

**Recommended Resources**

**Tools and equipment**

* Vehicle lift
* Special tools and diagnostic equipment
* Waste oil and used parts disposal facilities
* Towing gear
* Computers
* Surveillance equipment

**Materials and supplies**

* Vehicle maintenance consumables
* Replacement parts
* Vehicle cleaning materials
* Vehicle service manuals

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves