

**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**CUSTOM ADMINISTRATION**

**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 Kenya’s development blue print 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 Business sector’s growth and sustainable development.

**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 toreform curriculum development, assessment and certification. This called for a shift to CBET 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 Custom and taxation 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, Taxation and Custom SSAC, expert workers and all those who participated in the development of this curriculum.

**CHAIRPERSON**

 **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 the Custom and taxation Sector Skills Advisory Committee (SSAC) in ensuring that competencies required by the industry are addressed in the curriculum. I also thank all stakeholders in the Business 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 Custom will acquire competencies that will enable them to perform their work more efficiently.

**COUNCIL SECRETARY/CEO**

**TVET CDACC**

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# ABBREVIATION AND ACRONYMS

BC Basic Competency

BUS Business

CBET Competency Based Education and Training

CDACC Curriculum Development Assessment and Certification Council

CR Core Competency

CT Custom and taxation

CU Curriculum

EMCA Environmental Management and Coordination Act

GMOs Genetically Modified Organisms

ICT information Communication Technology

KCSE Kenya Certificate of Secondary Education

KNQA Kenya National Qualifications Authority

MoE Ministry of Education

OS Occupational Standard

OSHA Occupation Safety and Health Act

OSHS Occupation Safety and Health Standards

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

TVET Technical and Vocational Education and Training

TVET Technical and Vocational Education and Training

# KEY TO UNIT CODE

 BUS/CU/CT/BC/01/6/A

Industry or sector

Curriculum

Occupational area

Type of competency

Competency number

Competency level

 Version Control

# **COURSE OVERVIEW**

Customs Administration level 6 qualification consists of competencies that an individual must achieve to work in a Customs industry. It involves classifying Customs goods, applying rules of origin, determining Customs goods valuation, managing Customs procedures, enforcing Customs laws, carrying out border control, managing Customs warehouse, managing Customs information systems and carrying out post clearance audit.

The units of learning comprising Customs Administration level 6 qualification include the following:

**BASIC UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Code** | **Unit Title** | **Duration in Hours** | **Credit factor** |
| BUS/CU/TC/BC/01/6/A | Communication Skills | 40 | 4 |
| BUS/CU/TC/BC/02/6/A | Numeracy Skills | 60 | 6 |
| BUS/CU/TC/BC/03/6/A | Digital Literacy | 60 | 6 |
| BUS/CU/TC/BC/04/6/A | Entrepreneurial Skills | 100 | 10 |
| BUS/CU/TC/BC/05/6/A | Employability Skills | 80 | 8 |
| BUS/CU/TC/BC/06/6/A | Environmental Literacy | 40 | 4 |
| BUS/CU/TC/BC/07/6/A | Occupational Safety And Health Practices | 40 | 4 |
| **Total** | **420** | **42** |

**COMMON UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Code** | **Unit Title** | **Duration in Hours** | **Credit factor**  |
| BUS/CU/TC/CC/01/6/A | Principles Of Management | 60 |  6 |
| BUS/CU/TC/CC/02/6/A | Custom Research Methods | 100 | 6 |
| BUS/CU/TC/CC/03/6/A | Custom Management Information Systems | 150 | 15 |
| **Total** | **310** | **31** |

**CORE UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Code** | **Unit Title** | **Duration in Hours** | **Credit factor** |
| BUS/CU/TC/CR/01/6/A | Custom Goods Classification  | 180 | 18 |
| BUS/CU/TC/CR/02/6/A | Rule Of Origin | 170 | 17 |
| BUS/CU/TC/CR/03/6/A | Custom Goods Valuation  | 180 | 18 |
| BUS/CU/TC/CR/04/6/A | Custom Procedures  | 200 | 20 |
| BUS/CU/TC/CR/05/6/A | Custom Laws Enforcement | 160 | 16 |
| BUS/CU/TC/CR/06/6/A | Border Control  | 160 | 16 |
| BUS/CU/TC/CR/07/6/A | Custom Warehouse  | 140 | 14 |
| BUS/CU/TC/CR/08/6/A | Post Clearance Audit | 200 | 20 |
| BUS/CU/TC/CR/09/6/A | Industrial attachment  | 480 | 48 |
| **Total** | **1870** | **187** |
| **Grand Total** | **2600** | **260** |

The total duration of the course for an average trainee is 2,600 hours which is equivalent to 69 weeks at 30 hours of learning per week, plus 12 weeks industrial attachment.

**Field Attachment**

It is envisaged that the trainee will have undergone a field training and assessment with a recognized Custom and taxation farm. At least 480 hours (12 weeks) will be spent on a supervised and assessed field attachment.

**Entry Requirements**

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

1. Attained KCSE Mean Grade of C-(minus)

**Or**

1. National Custom administration Certificate Qualification (Level 5)

**Or**

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

**Assessment**

The course will be assessed at two levels: internally and externally. Internal assessment is continuous and is conducted by the trainer who is monitored by an accredited internal verifier while external assessment is conducted by accredited external assessors appointed by TVET CDACC.

**Trainer qualification**

A trainer for this course should have a higher qualification than the level of this course

**Certification**

A candidate will be issued with a National Certificate of competency on demonstration of competence in a unit of competency. To attain the National custom administration certificate 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:** BUS/CU/TC/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 Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 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:** BUS/CU/TC/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 Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 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:** BUS/CU/TC/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 Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 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:** BUS/CU/TC/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 Outcomes, Content and Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 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
 |
| 6. 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:** BUS/CU/TC/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 Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 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**:BUS/CU/TC/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 Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** |  **Content** | **Methods of Assessment** |
| 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:** BUS/CU/TC/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 Methods of Assessment**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 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

# COMMON UNITS OF LEARNING

# PRINCIPLES OF MANAGEMENT

**UNIT CODE:** BUS/CU/TC/CC/01/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: apply principles of management

**Duration of Unit:** 60 hours

**Unit Description**

This unit specifies the competencies required to apply principles of management**.** It involves planning business function, organizing business function, performing Staffing function, directing business function and controlling business function

**Summary of Learning Outcomes**

1. Plan business function
2. Organize business function
3. Perform Staffing function
4. Direct business function
5. Control business function

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Plan business function
 | * Meaning of planning
* Importance of planning
* Types of planning
* Planning process
* Limitations of planning
* Effective planning
* Decision making process
 | * Written test
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Organize business function
 | * Meaning of organising
* Importance of organising
* Principles of organising
* Process of organising
* Organisational structures
* Authority, responsibility and power
* Delegation
* Coordination
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Perform Staffing function
 | * Meaning of staffing
* Importance of staffing
* Role of human resource manager
* Recruitment and selection
* Training and development
* Performance appraisal
* Reward and compensation
* Separation
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Direct business function
 | * Meaning and importance of:
* Directing
* Leadership
* Supervision
* Motivation
* Communication
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Control business function
 | * Meaning of control
* Importance of control
* The control process
* Types of control systems
* Effective control systems
* Emerging issues and trends
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers,
* Computer,
* Calculator,
* Computer software’s,
* Internet connectivity,
* Paper shredders,
* Photocopiers,
* Printers, scanners,
* Stationery

# CUSTOM RESEARCH METHODS

**UNIT CODE:** BUS/CU/TC/CC/02/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: carry out custom research

**Duration of Unit:** 100 hours

**Unit Description**

This unit specifies the competencies required to conduct Customs research. It involves identifying Customs problem, preparing research proposal, determining research approach, collecting Customs data, analysing Customs data and presenting Customs information.

**Summary of Learning Outcomes**

1. Identify custom problem
2. Prepare research proposal
3. Determine research approach
4. Collect custom data
5. Analyse custom data
6. Present custom information

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Identify custom problem
 | * Introduction to research methods
* Survey techniques
* Types of research
* Research topic

  | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Prepare research proposal

  | * Introduction to research proposal
* Research objectives
* Formulation of research hypothesis
* Research scope
* Limitations of the study
* Justification
* Literature review
* Knowledge gap
 | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Determine research approach

   | * Qualitative and Quantitative Research Methodologies
* sampling design
* Research design
* Sampling techniques
 | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Collect custom data
 | * Data sources
* Custom data parameters
* Methods of data collection
* Methods of data processing
* Ethical issues in data collection

  | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Analyse custom data
 | * Research models
* Data validation
* validity and reliability
* Data analysis techniques
* computerized data analysis
* types of errors and level of significance
 | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Present custom information
 | * Methods of presentation
* Research report format
* Research interpretation
* Emerging issues in research
 | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# CUSTOM MANAGEMENT INFORMATION SYSTEMS

**UNIT CODE:** BUS/CU/TC/CC/03/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: manage custom information systems

**Duration of Unit:** 150 hours

**Unit Description**

This unit specifies the competencies required to manage Customs information systems. It involves determining Customs computer systems, inputting Customs data, producing output data, accessing computer information and maintaining data security and control.

**Summary of Learning Outcomes**

1. Determine custom computer systems
2. Input computer data
3. Produce output data
4. Access computer information
5. Maintain data security and control

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Determine custom computer systems
 | * Introduction to custom management information systems
* Custom computer system needs assessment
* Types of ICTs
* Information centres
* Uses of ICT in business
* Elements of a computer system
* Communication devices
* Factors that determine the processing power of a computer
* Selection and acquisition of computer hardware Meaning of terms
* Types of custom management information systems
* Application software
* Other utility software
* Computer programming languages
* Selection and acquisition of computer software
* Application software
* Other utility software
* Selection and acquisition of computer software
* Computerized custom software
* Overview of Custom business systems
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Input computer data
 | * Computer input devices
* Data input errors
* Elements of a computer file
* Types of computer files
* File organization
* File access methods
* Computer Packages
* Formatting and editing text
* Creating and formatting tables
* Spread sheets
* Features of a spread sheet
* Capturing data
* On-line application of IDF
* On-line submission of manifests
* On-line processing of Custom declarations
* Online payment of Custom taxes
* Online simulation of Custom import and export regulations
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Produce output data
 | * Oil stock management system
* Cargo / warehousing management system
* Computer output devices
* Modes of output data
* Processing devices
* Features of custom software
* Formatting and editing spread sheet
* Formulas and functions
* Charts and graphs
* Presentation software
* Types of data processing systems
* Features of presentation program
* Storage devices
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Access computer information
 | * Regional data exchange systems
* Valuation systems
* Electronic Cargo Tracking
* Computer networks concepts
* Computer network hardware and software
* Data transmission media
* Integration of custom management system
* Features of integrated custom management system
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Maintain data security and control
 | * Types of computer networks
* Advantages and limitations of networking
* Computer security system
* Security devices
* Importance of computer security
* Emerging issues and trends
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers,
* Computer,
* Calculator,
* Computer software’s,
* Internet connectivity,
* Paper shredders,
* Photocopiers,
* Printers, scanners,
* Stationery
* Tablets
* Smart phones
* Laptops
* SD cards and card readers

# CORE UNITS OF LEARNING

# CUSTOM GOODS CLASSIFICATION

**UNIT CODE:** BUS/CU/TC/CR/01/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: classify custom goods

**Duration of Unit:** 180 hours

**Unit Description**

This unit specifies the competencies required to classify Customs goods. It involves, verifying declared tariff, compiling trade statistics, determining tariff offences, drawing Customs samples, monitoring trade on controlled goods, and managing trade barriers.

**Summary of Learning Outcomes**

1. Verify declared tariff
2. Compile trade statistics
3. Determine tariff offences
4. Draw Custom samples
5. Monitor trade on controlled goods
6. Manage trade barriers

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Verify declared tariff
 | * Introduction to custom classification
* Sections of Harmonized System Section 1-21
* Chapters of the Harmonized System 1-96
* Headings of the Harmonized System
* Sub-headings of the Harmonized System
* Section notes, Chapter notes & Sub-heading notes
* Application of notes
* Principles of classification General Rules Interpretation
* Rule One
* Use of Section notes, Chapter notes & Terms of heading
* Rule Two Unassembled, Disassembled, Unfinished, Incomplete articles, Mixtures
* Rule Three
* Specific description & Essential character
* Rule Four
* Most Akin
* Rule Five: Cases, Packaging material
* Rule six: Subheading notes & Terms of sub-heading
* Justification of Tariff classification
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Compile trade statistics
 | * Introduction to sensitive goods
* Introduction to trade flows
* Methods of custom data collection
* Data analysis tools
* Application of tariff ruling
* Standardised units of measure
* Types of tax rates
* Percentage based
* Specific rate
* Mixed rate
* Advance rulings
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine tariff offences
 | * Introduction to tariff
* Types of tariff offences
* Settlement of tariff disputes
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Draw Customs samples
 | * Introduction to sampling
* Sampling techniques
* Sampling guidelines
* Replacement of selected units
* Errors in sample surveys
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Monitor trade on controlled goods
 | * Meaning of controlled goods
* Types of controlled goods
* Restricted goods
* Prohibited goods
* Methods of monitoring trade controlled goods
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Manage trade barriers
 | * Meaning of trade barriers
* Categories of trade barriers
* Non-tariff barriers
* Tariff
* Quotas
* Procedures for trade barriers resolution
* WTO rules and regulations
* WCO guidelines and interpretations
* East Africa community trade barrier resolution mechanisms
* National focal points
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids
* Legal texts

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# RULES OF ORIGIN

**UNIT CODE:** BUS/CU/TC/CR/02/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: apply rule of origin

**Duration of Unit:** 170 hours

**Unit Description**

This unit specifies the competencies required to apply rule of origin. It involves determining origin of goods, determining origin of material content, ex-factory cost, determining change in tariff, processing certificate of origin and determining preferential treatment of goods.

**Summary of Learning Outcomes**

1. Determine origin of goods
2. Determine origin of material content
3. Determine ex-factory cost
4. Determine change in tariff
5. Process certificate of origin
6. Determine preferential treatment of goods

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Determine origin of goods

  | * Introduction to rule of origin
* Purposes of rules of origin
* Types of origin criteria
	+ Material content rule/wholly produced rule
	+ Ex-factory cost rule
	+ Change in tariff heading rule
* Principles of determining origin
* Certificate of origin
* Exemptions from the certificate of origin
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Apply material content rule
 | * Material content rule applicability
* Material components of a product
* Computation of imported material content
* Computation of local material content
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine ex-factory cost

  | * Ex-factory rule application
* Types of Ex-factory cost
* Computation of ex-factory cost
* Types of ex-factory cost
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine change in tariff
 | * Application of change in tariff heading rule
* Tariff heading determination
* Raw material and intermediate goods
* Finished goods tariff heading
* Geographical indication
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Process certificate of origin
 | * Introduction to rules of origin
* Origin documentation
* Types of certificate of origin
	+ Preferential
	+ Non-preferential
* Validity of certificates of origin
* Replacement of issued certificate of origin
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine preferential treatment of goods

  | * Preferential treatment of custom procedures
* Computation of taxes using preferential rates
* Verification (in case of) disputes resolution
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# CUSTOM VALUATION

**UNIT CODE:** BUS/CU/TC/CR/03/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: determine custom goods valuations

**Duration of Unit:** 180 hours

**Unit Description**

This unit specifies the competencies required to determine custom goods valuations. It involves carrying out market survey, sampling custom goods, determining custom value, computing custom value, computing custom taxes and managing valuation disputes.

**Summary of Learning Outcomes**

1. Inspect custom goods
2. Carry out market survey
3. Sample Custom goods
4. Determine custom value
5. Compute custom taxes
6. Manage valuation disputes

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Inspect custom goods
 | * Introduction to custom valuation
* Risk assessment
* Destination inspection
* Criteria of inspection
* Packaging design
* Inspection schedule
* Types of custom inspection
* Primary
* Secondary
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Carry out market survey
 | * Agreement on custom valuation
* Market survey techniques
* Custom value data analysis
* Methods of market survey presentation
 | * Written test
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Sample Custom goods
 | * Drawing of a sample
* Sampling techniques
* Preparation of sample plan
* Application of sampling techniques
 | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Determine custom value

  | * Methods of custom valuation
* Adjustments to custom value
* Valuation rulings
* Verification of the custom value

  | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Compute custom taxes
 | * Types of taxes
* Taxes rates
* Computation formula
* Application of taxes
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Manage valuation disputes

  | * Origin of valuation dispute
* Legal framework for valuation dispute resolution
* Types of valuation disputes
* Dispute resolution process
* Rulings
* Types of dispute settlement verdicts
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# CUSTOM PROCEDURES

**UNIT CODE:** BUS/CU/TC/CR/04/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: manage custom procedures

**Duration of Unit:** 200 hours

**Unit Description**

This unit specifies the competencies required to manage Customs procedures. It involves analysing customs declaration, determining import procedures ,determining export procedures ,determining warehousing procedures ,determining transit procedures, determining trans-shipment procedures ,determining EPZ imports procedures, determining EPZ exports procedures and determining exemption and remission procedures.

**Summary of Learning Outcomes**

1. Analyse Customs declaration
2. Determine import procedures
3. Determine export procedures
4. Determine warehousing procedures
5. Determine transit procedures
6. Determine trans-shipment procedures
7. Determine EPZ imports procedures
8. Determine EPZ exports procedures
9. Determine exemption and remission procedures

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Analyse custom declaration
 | * Introduction to custom procedures
* Introduction to regimes of custom
* Types of custom declaration
* Parameters of custom declaration
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine import procedures
 | * Introduction to import custom procedures
* Import process flow chart
* Methods of verification of imports
* Forms of securing custom duties
* Computation of demurrage charges
* Meaning of un-entered cargo
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine export procedures
 | * Introduction to export custom regimes
	+ Single custom territory
	+ Direct exports
* Export process flow chart
* Methods of verification of exports
* Export documentation
* Loading and sealing of exports
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine warehousing procedures

  | * Introduction to warehousing custom regimes
* Types of warehouses
* Procedures for depositing and removal of goods
* Exceptions of warehoused goods
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine transit procedures
 | * Introduction to transit custom regimes
* Types of transit procedures
* Inwards
* Outwards
* Monitoring of transit goods
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine trans-shipment procedures
 | * Introduction to transhipment custom regimes
* Modes of transport
* Transhipment documents
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine EPZ imports procedures

  | * Introduction to EPZ custom regimes
* Determination of EPZ
* Obligations of EPZ entities
* Procedures for importation of EPZ goods
* Internal verification of the EPZ goods
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine EPZ exports procedures
 | * Procedures for importation of goods destined to EPZ/ special economic zones(SEZ)
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine exemption and remission procedures
 | * Introduction to remissions and exemptions
* Types of remissions and exemptions
* Validity of preference codes
* Bond procedures
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# CUSTOM LAW ENFORCEMENT

**UNIT CODE:** BUS/CU/TC/CR/05/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: enforce custom laws

**Duration of Unit:** 160 hours

**Unit Description**

This unit specifies the competencies required to enforce custom laws. It involves determining custom offence, determining custom penalties, enforcing restriction and prohibition of goods, seizing custom goods, compounding custom offense, forfeiting custom goods, conducting custom fraud investigation and settling custom cases.

**Summary of Learning Outcomes**

1. Determine custom offence
2. Determine custom penalties
3. Enforce restriction and prohibition of goods
4. Seize custom goods
5. Compound custom offense
6. Forfeit custom goods
7. Conduct custom fraud investigation
8. Settle custom cases

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Determine custom offence

  | * Introduction to custom laws
* Meaning of custom offence
* Types of custom offences
* Prevention, detection and deterrence of offences
* Settlement of custom offences
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Determine custom penalties

  | * Introduction to custom penalties
* Types of custom penalties
* Computation of custom penalties
* Mitigation of custom offences
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Enforce restriction and prohibition of goods and services

  | * Meaning of restriction and prohibition
* Overview of restricted goods
* Overview of prohibited goods
* Risk profiling and screening methods
* Intelligence gathering
* Enforcement techniques
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Seizure custom goods
 | * Meaning of seizure of goods
* Powers of a proper officer
* Methods of examining goods for seizure
* Process of seizure of goods
* Taxpayers rights
* Warehousing of seized goods
* Restoration of seized goods
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Compound custom offense
 | * Introduction to compounding of custom offence
* Process of compounding custom offence
* Retention of records on compounded offence
 | * Written tests
* Observation
* Oral questions
* Third party report
* Interviewing
* Project and report writing
 |
| 1. Forfeiture custom goods
 | * Meaning of forfeiture
* Goods, vessels and aircraft liable to forfeiture
* Powers of a proper officer
* Recovery of goods and duties
* Powers of an Officer
* Search procedures
* Offence procedures
* Forfeiture & Seizure procedures
* Settlement of cases by the Commissioner
* Penalties, Fines & Taxes
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Conduct custom fraud investigation
 | * Meaning of fraud investigation
* Scope of fraud investigation
* Objectives of fraud investigations
* Procedure of fraud investigations
* Enforcement techniques
* Taxpayers obligations
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Settle custom cases
 | * Meaning of a dispute
* Parties to a dispute
* Dispute resolution mechanisms
* Dispute resolution tools
* Recourse and remedies to a dispute
* Enforcement of judgement
* Appeal against Officers’ decision & against decision by the commissioner in Tax
* Appeals Tribunal
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# BORDER CONTROL

**UNIT CODE:** BUS/CU/TC/CR/06/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: carry out Border control

**Duration of Unit:** 160 hours

**Unit Description**

This unit specifies the competencies required to carry out Border control. It involves determining border point, controlling movement of goods and persons, carrying out border surveillance and coordinating border security.

**Summary of Learning Outcomes**

1. Determine border point
2. Control movement of goods and persons
3. Carry out border surveillance
4. Mitigate border security threats

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Determine border point

    | * Introduction to border control
* Types of border points
* Delineation of border points
* Gazettement of border points
* De-gazettement of border points
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Control movement of goods and persons

  | * Introduction to international trade and immigration
* Border procedures relating to persons and goods movement
* Document issuance and control
* Inspection systems and tools
* Risk assessment
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Carry out border surveillance
 | * Introduction to border surveillance
* Border surveillance planning
* Border surveillance techniques
* Joint border surveillance and cooperation
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Mitigate border security threats
 | * Introduction to border security threats
* Risk/threat identification
* Risk/threat assessment, evaluation and rating
* Risk/threat monitoring, control response
* Mitigation measures
* Emerging trends
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# CUSTOM WAREHOUSE

**UNIT CODE:** BUS/CU/TC/CR/07/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: manage custom warehouse

**Duration of Unit:** 140 hours

**Unit Description**

This unit specifies the competencies required to manage custom warehouse. It involves receiving custom goods, collecting warehouse rent, auctioneering custom goods and destroying of custom goods.

**Summary of Learning Outcomes**

1. Receive custom goods
2. Collect warehouse rent
3. Auction custom goods
4. Destroy custom goods

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Receive custom goods
 | * Introduction to warehouses
* Types of warehouses
* Categories of warehoused goods
* Record retention requirements
* Stock taking
* Inventory management
* Goods movement reconciliation
* Disposal of want of entry
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Collect warehouse rent
 | * Meaning of warehouse rent
* Computation of warehouse rent
* Process of assessment
* Forms of warehouse rent payment
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Auction custom goods
 | * Introduction to custom goods auction sales
* Auction documents
* Custom goods auction procedures
* Parties to the auction
* Conditions of auction sales
* Auction report
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Destroy custom goods
 | * Reasons for custom goods destruction
* Custom goods for destruction
* Custom goods destruction procedures
* Methods of custom goods destruction
* Destruction record retention
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery

# POST CLEARANCE AUDIT

**UNIT CODE:** BUS/CU/TC/CR/08/6/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: carry out post clearance audit

**Duration of Unit:** 200 hours

**Unit Description**

This unit specifies the competencies required to carry out post clearance audit. It involves planning Customs audit, executing post clearance audit, preparing Customs audit report and carry-out post audit management.

**Summary of Learning Outcomes**

1. Plan custom audit
2. Execute post clearance audit
3. Prepare custom audit report
4. Carry-out post audit management

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Plan custom audit
 | * Introduction of post clearance audit
* Scope of post clearance audit
* Post clearance audit standards
* Audit plan development
* Client engagement
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Execute post clearance audit

  | * Post clearance audit process
* Methods gathering Audit evidence
* Audit working papers
* Evaluation of audit program
* Analysis of findings
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Prepare custom audit report

   | * Types of post clearance audit
* Preliminary audit report
* Final audit report
* Management letter
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |
| 1. Carry-out post audit management
 | * Demand assessment
* Internal management report
* Record retention
* Closure of audit and file archiving
 | * Written tests
* Observation
* Oral questions
* Third party report
* Project and report writing
 |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Discussions
* Direct instruction
* Case study
* Audio –visual aids

**Recommended Resources**

* Printers
* Legal texts
* Computer
* Calculator
* Computer software’s
* Internet connectivity
* Paper shredders
* Photocopiers
* Printers, scanners
* Stationery