**BASIC UNITS**

Duties Tasks

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| A **Demonstrate communication skills**  | A1Meet communication needs of clients and colleagues | A2Contribute the development of communication strategies  | A3Establish and maintain communication pathways | A4Promote use of communication strategies | A5Conduct interview |
| A6Represent the organization |  |  |  |  |
| B**Demonstrate numeracy skills** | B1Calculate with whole numbers and familiar fractions, decimals and percentages for work B6Collect data and construct routine tables and graphs for work | B2Estimate, measure, and calculate with routine metric measurements for work B7Use basic functions of calculator | B3Use routine maps and plans for work | B4Interpret, draw and construct 2D and 3D shapes for work  | B5Interpret routine tables, graphs and charts for work  |
| C**Demonstrate digital literacy** | C1Identify appropriate computer software and hardwareC6Prepare presentation packages | C2Apply security measures to data, hardware, software in automated environment  | C3Apply computer software in solving tasks | C4Apply internet and email in communication at workplace  | C5Apply desktop publishing in official assignments |
| D**Demonstrate entrepreneurial skills** | D1Develop business Innovative strategiesD6Undertake county/ regional business expansion | D2Develop new products/ markets | D3Expand customers and product lines | D4Motivate staff/workers | D5Expand employed capital base |
| E**Demonstrate employability skills** | E1Conduct self -management   | E2Demonstrate interpersonal communication | E3Demonstrate critical safe work habits  | E4Lead small teams | E5Plan and organize work  |
| E6Maintain professional growth and development | E7Demonstrate workplace learning | E8Demonstrate problem solving skills | E9Manage ethical performance | E10Demonstrate workplace ethics |
| F**Demonstrate environmental literacy** | F1Control environmental hazard | F2Control environmental Pollution | F3Demonstrate sustainable resource use | F4Evaluate current practices in relation to resource usage | F5Identify Environmental legislations/conventions for environmental concerns |
| F6Implement specific environmental programs | F7Monitor activities on Environmental protection/Programs  |  |  |  |
| G**Demonstrate occupational safety and health practices** | G1Identify workplace hazards and risk | G2Identify and implement appropriate control measures | G3Implement OSH programs, procedures and policies/ guidelines |  |  |

**CORE UNITS**

Duties Tasks

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A **Oversee import cargo processing**  | A1Prepare pre-clearance documentation | A2Collect clearance documents | A3Carry out online declaration | A4Carry out clearance process  |
| A5Deliver client cargo | A6Invoice/Maintain import records |  |  |
| B**Oversee export cargo processing**  | B1Receive shipment notification and instructions | B2Package/Weigh freight cargo  | B3Process shipping documents  | B4Book and deliver shipment |
| B5Invoice/Maintain export records |  |  |  |
| **C****Perform Warehousing operations** | C1Design/layout a warehouse | C2Prepare layout of warehoused goods | C3Maintain records of stored goods |  C4Maintain quality of stored goods |
| C5Secure stored goods |   |   |  |
| **D****Oversee dispatch/distribution of goods** | D1Develop organization communication policy/guideline | D2Establish goods distributions channels | D3Prepare delivery documents  | D4Track movement of goods |
| D5Oversee delivery of goods  | D6Maintain dispatch/distribution records  | D7Comply with rules and regulations  |  |
| **E****Provide customer services**  | E1Nurture and build supportive customer relationships | E2Prepare client quotations | E3Handle client queries | E4Organize shipment collection / dispatch |
| E5Prepare client update  | E6Maintain shipment records |  |  |
| **F****Plan and manage organization security procedures** | F1Assess security risks | F2Specify security requirements | F3Implement security plan | F4Monitor and review system performance  |
| F5Maintain security records |  |  |  |
| **G****Oversee road transport fleet** | G1Execute fleet replacement policies | G2Provide workshop services | G3Maintain organization Fleet | G4Maintain Fleet records |

**GENERAL KNOWLEDGE AND SKILLS**

|  |  |  |
| --- | --- | --- |
| **Knowledge** | **Skills**  | **Worker behavior** |
| * Transportation
* Quality standards for services
* Customer and personal service
* Evaluation of customer satisfaction
* Geography
* Public safety and security
* Sales and marketing
* Telecommunication
* Mathematics
* Incoterms
* Rules and regulations
* Online declaration
 | * Analytical skills
* Problem-solving skills
* Organizing skills
* Numeracy skills
* Negotiation
* Social perceptiveness
* Time management
* Coordination
* Critical thinking
* Communication
* Numeracy
* Decision making
 | * Attention to detail
* Focused
* Integrity
* Honest
* Assertive
* Team player
* Creative
* Innovative
* Time conscious
* Self-motivated
* Work ethics
* Accountable
* Leadership
* Time Consciousness
* Self-motivated
* Professionalism
* Accurate
* Safety Oriented
 |
| **Tools, Equipment, Supplies and Materials** | **Future Trends and Concerns** |  |
| * Communication devices
* Transporters
* Containers
* Fork lift
* Cranes
* Hand jerks
* Security surveillance
* Resources
* Fire extinguisher
* Ware house
* Personal protective equipment
* Paddles
* stationeries
 | * Rapid change in technology
* Digital evolution
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